



Arc Express Quick Reference Guide



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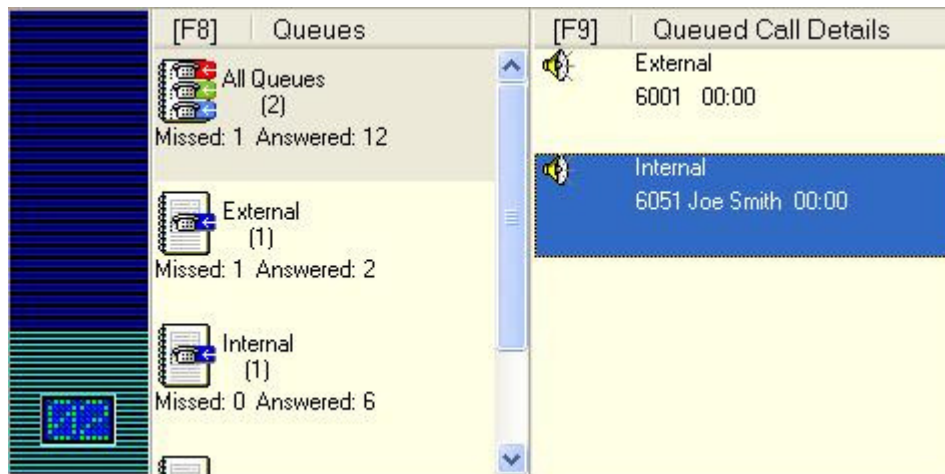
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Selecting and Answering a Queued Call

- Click on the call to be answered to select it
- Press the 'Answer' key (PLUS on the keypad) or double click
- The calling details are displayed in the Active Calls field (F11)
- The caller is in circuit






Queued calls will be answered in the order that they came into the system. The call appears in the Active Calls field. The caller is in circuit

Transferring A Call – Extending Calls

Initiating a Blind Transfer

- The calling details are displayed in the Active Calls field (F11)
- There are 3 different ways to perform a transfer:
 - Using the number pad on the right hand side of the keyboard, to dial the number of the extension, then press (ENTER) when you have completed dialling
 - Double click the BLF icon
 - Use the “Directory Module” to search to search the directory (see Appendix below)

[F11] Key		Status	Time	Number	Name	Queue
ALT+1		On Hold	02:48	6051	Joe Smith	Internal
ALT+2		On Hold (Transfer)	02:42	6006		Internal
ALT+3		Ringing	00:00	6003	Benny Grant	Operator to Destination Call

- Press the ‘*Transfer*’ key again to complete the transfer (ENTER)
- The call leaves the console

To Announce a Caller

- The calling details are displayed in the Active Calls field (F11)
- There are 3 different ways to perform a transfer:
 - Using the number pad on the right hand side of the keyboard, to dial the number of the extension, then press (ENTER) when you have completed dialling
 - Double click the BLF icon
 - Use the “Directory Module” to search to search the directory (see Appendix below)
- Stay on the line to announce the call

Call is Accepted

- Press the ‘*Transfer*’ key again to release (ENTER)
- The call leaves the console

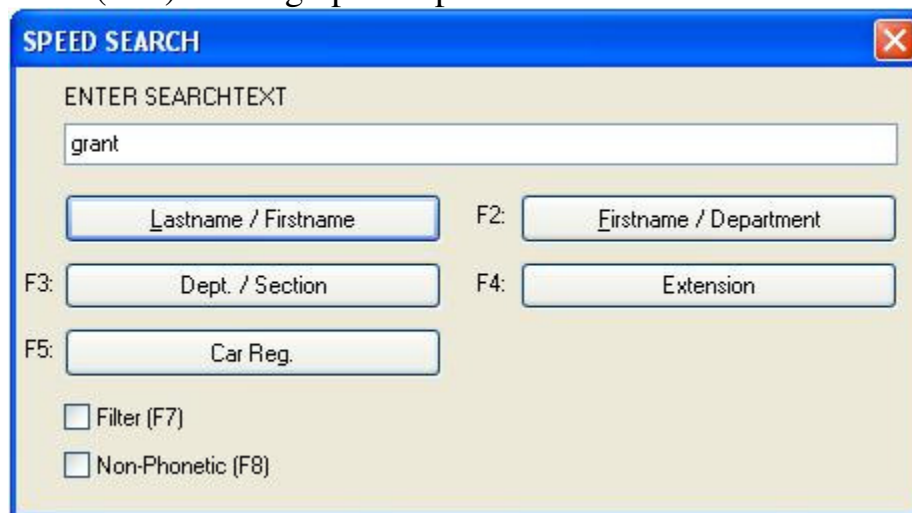
Call is Refused

- Press ‘*Release Destination*’ key (MINUS (“-“) on the keypad) to return to the calling party

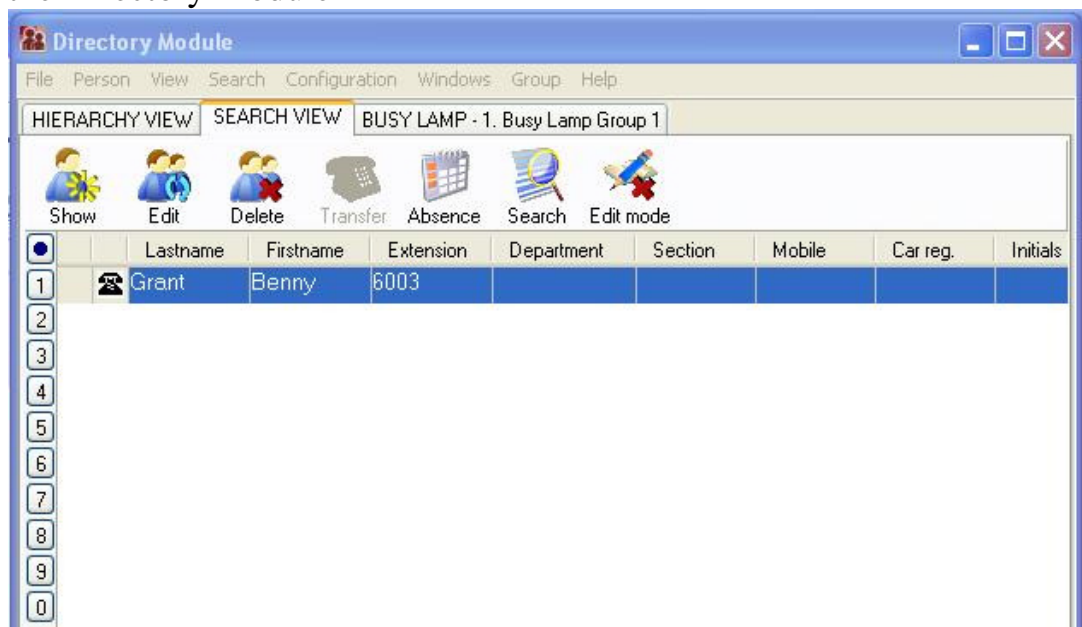
Using the Directory Module

Speed Search

- Click the '*Speed*' button or start typing a name in the Search Field (F10) to bring up the Speed Search screen



- Press (ENTER) to search by last name or any of the shortcut keys (F2, F3, F4, F5) to search by first name, Department, Extension, and Car Registration
- Your search results will be displayed in the '*Search View*' tab of the Directory Module



	Lastname	Firstname	Extension	Department	Section	Mobile	Car reg.	Initials
1	Grant	Benny	6003					
2								
3								
4								
5								
6								
7								
8								
9								
0								

- Press Enter or double click on the name to transfer a call

Person Search

- Click '*Person Search*' in the '*Search*' menu or press SHIFT+F12 to bring up the Person Search window

The screenshot shows a 'Person Details' search window with the following fields:

Lastname	<input type="text"/>	Department	<input type="text"/> ▾ ...
Firstname	<input type="text"/>	Location	<input type="text"/> ▾ ...
Extension	<input type="text"/>	Section	<input type="text"/>
Title	<input type="text"/> ▾ ...	Job Title	<input type="text"/> ▾ ...
Email	<input type="text"/>	Fax Number	<input type="text"/>
Mobile	<input type="text"/>	DDI Number	<input type="text"/>
Pager Number	<input type="text"/>	Alt. Number 1	<input type="text"/>
Pager Provider	<input type="text"/> ▾ ...	Alt. Number 2	<input type="text"/>
Initials	<input type="text"/>	Alternative search name	<input type="text"/>
Car reg.	<input type="text"/>		
Secretary Name	<input type="text"/>	Secretary Number	<input type="text"/>

At the bottom of the window, there are buttons for 'OK', 'CANCEL', 'CLEAR', and navigation arrows (◀ ▶).

- Type in the details and hit Enter or click OK to bring up the search results in the '*Search View*' field in Directory Module

Arc Console Operator

Placing A Call On Hold and Retrieving

To Place a call on Hold

- Press the '*Hold*' key (DELETE on the keypad)
- The call is 'On Hold' in Active Calls field (F11)

[F11] Key	Status	Time	Number	Name	Queue
ALT+1	On Hold	00:14	6051	Joe Smith	Internal
ALT+2	Connected	00:10	6006		Internal

To Retrieve

- Select within the Active Calls field (F11)
- Press the '*Resume*' key (DELETE on the keypad)
- The call returns to the operator

Making Calls

- Using the keypad, dial the required number
- Press '*Dial Number*' key to end dialling (ENTER)
- The call will appear in the Active Calls field
- The status changes from Ringing to Connected when answered

[F11] Key	Status	Time	Number	Name	Queue
ALT+1	Ringing	00:02	6051	Joe Smith	Operator Outbound Call

Mis - Dialed Digits

- Press the '*Backspace*' key if you type an incorrect digit. The digit is erased

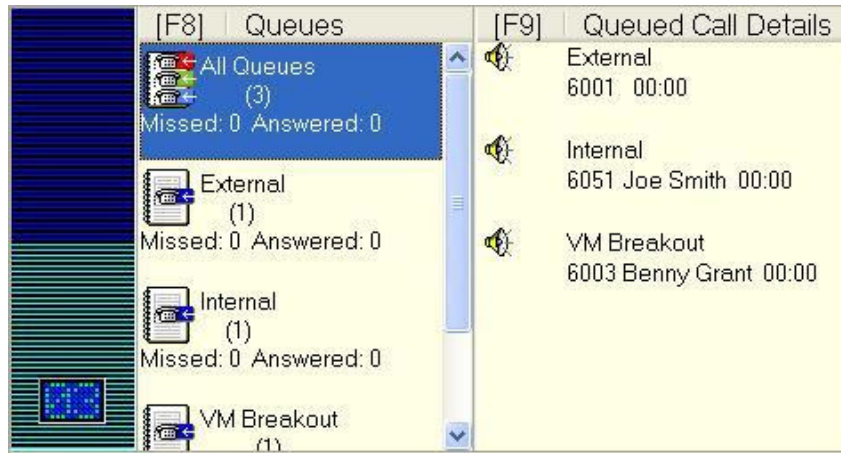
Clearing Calls

To disconnect a call when the caller has completed their enquiry:

- Press the '*Release*' key (ENTER)
- The call leaves the console

Queues and Queued Calls Fields (F8 & F9)

- The operator presses Answer (Plus – “+”) to take the next call from this field.



Active Calls Field (F11)

- The caller moves into the operator's active call field where the call is connected.

[F11] Key	Status	Time	Number	Name	Queue
ALT+1	On Hold	00:43	6001		External
ALT+2	On Hold	00:37	6051	Joe Smith	Internal
ALT+3	Connected	00:32	6003	Benny Grant	VM Breakout