

MiCollab ver 9.0 Softphone User
Guide for Remote ACD Agents



MiCollab User Guide

MiCollab ver 9 Softphone	3
Step 1 Launch the application	3
Step 2 Log in to MiCollab	3
Step 3 The Softphones main screen	4
Step 4 Activate the Softphone	5
Notice! - Registration failed	7
Voicemail	8
Step 1 Click on the voicemail menu icon	8
Step 2 Enter your voicemail code	8
Step 3 Press Verify	8
Softphone calls	11
Dialing Rules	11
Notice! Caller ID - ACD Agents	13
Call receipt display	14
Answering a Call	14
Call Handling Options	15
Blind Transfer	16
Consultation Call	16
Conference	16
Ignite - ACD Agents Only	18
Step 1 Go to the following URL, it should already be bookmarked.	18
Step 2 Log in	19
Notice! Phone Login	19
Step 3 Availability	21
Available	21
Make Busy	21
Warning	22
Agent State	22
End of day	23
Exit	23
Logout	23

MiCollab ver 9 Softphone

This document is a User Guide, please contact IT Services for Installation.

A Windows PC or Mac with mic and speakers are required

Step 1 Launch the application

Click on the desktop icon - (it looks like a bowtie.)

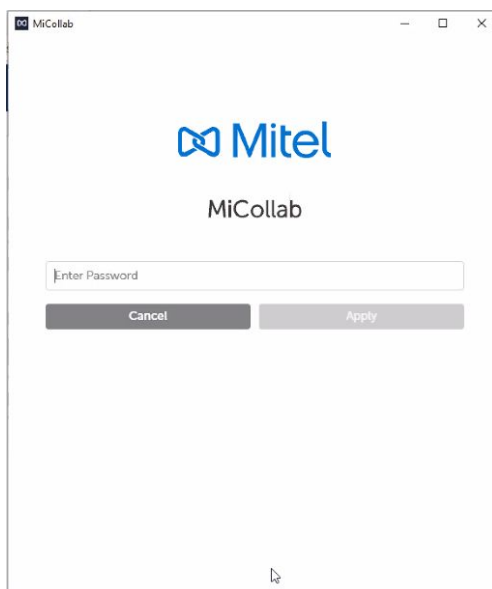


Step 2 Log in to MiCollab

Password: during installation, this would have been set.

- *This is your Softphone or Portal Password [This is not an Ignite password]*
- *Typically the software will automatically log you in.*

If you have forgotten your password, please contact IT Services to have it reset.



Step 3 The Softphones main screen

Having launched, Micollab you will now be presented with a screen like below.

~ Images are for reference only. Your username and Agent code will display ~

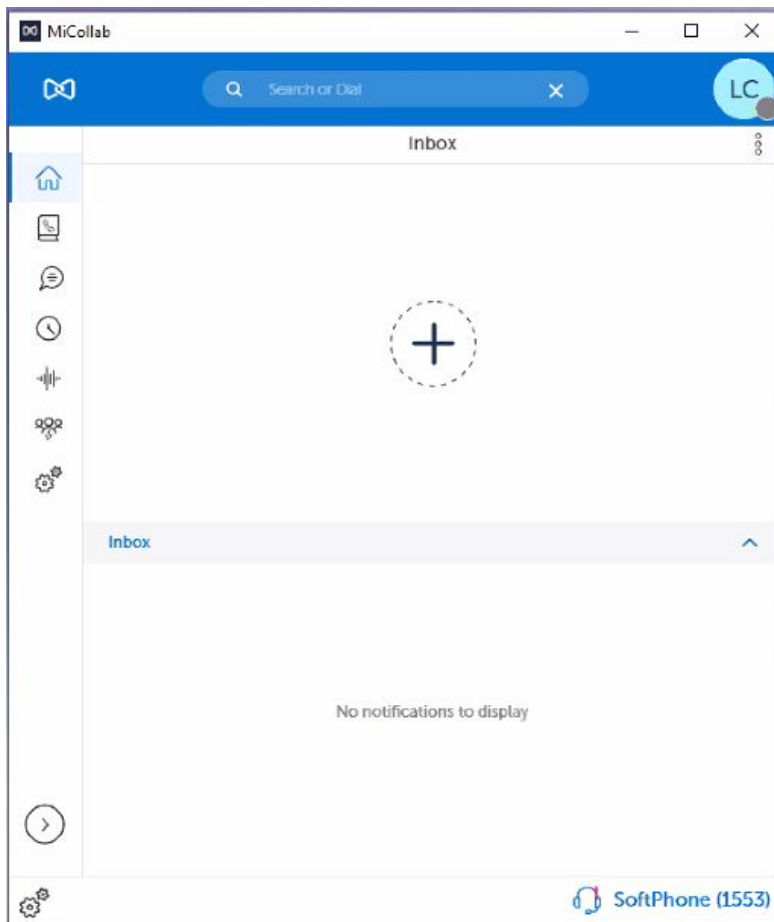
- Your assigned user Extensions will display in the lower right-hand corner

ACD Agents only

- Each Agent will have an assigned Agent Extension/ Code 1xxx
- Each Agent has a Secondary/ Private number where they may be dialed directly. This number is not published.

Example:

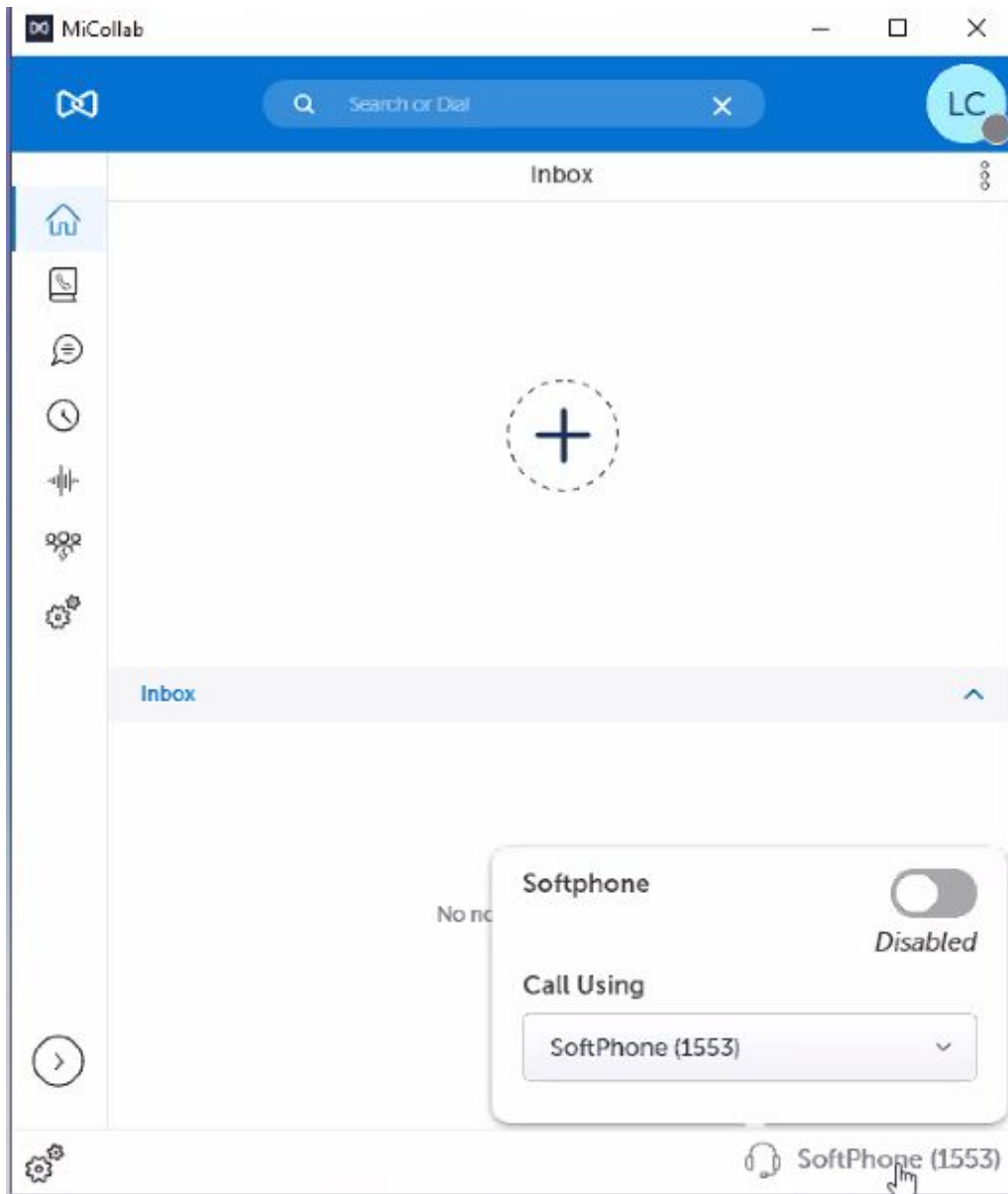
Agent Extension 1553
Private number 501-916-5553



Step 4 Activate the Softphone

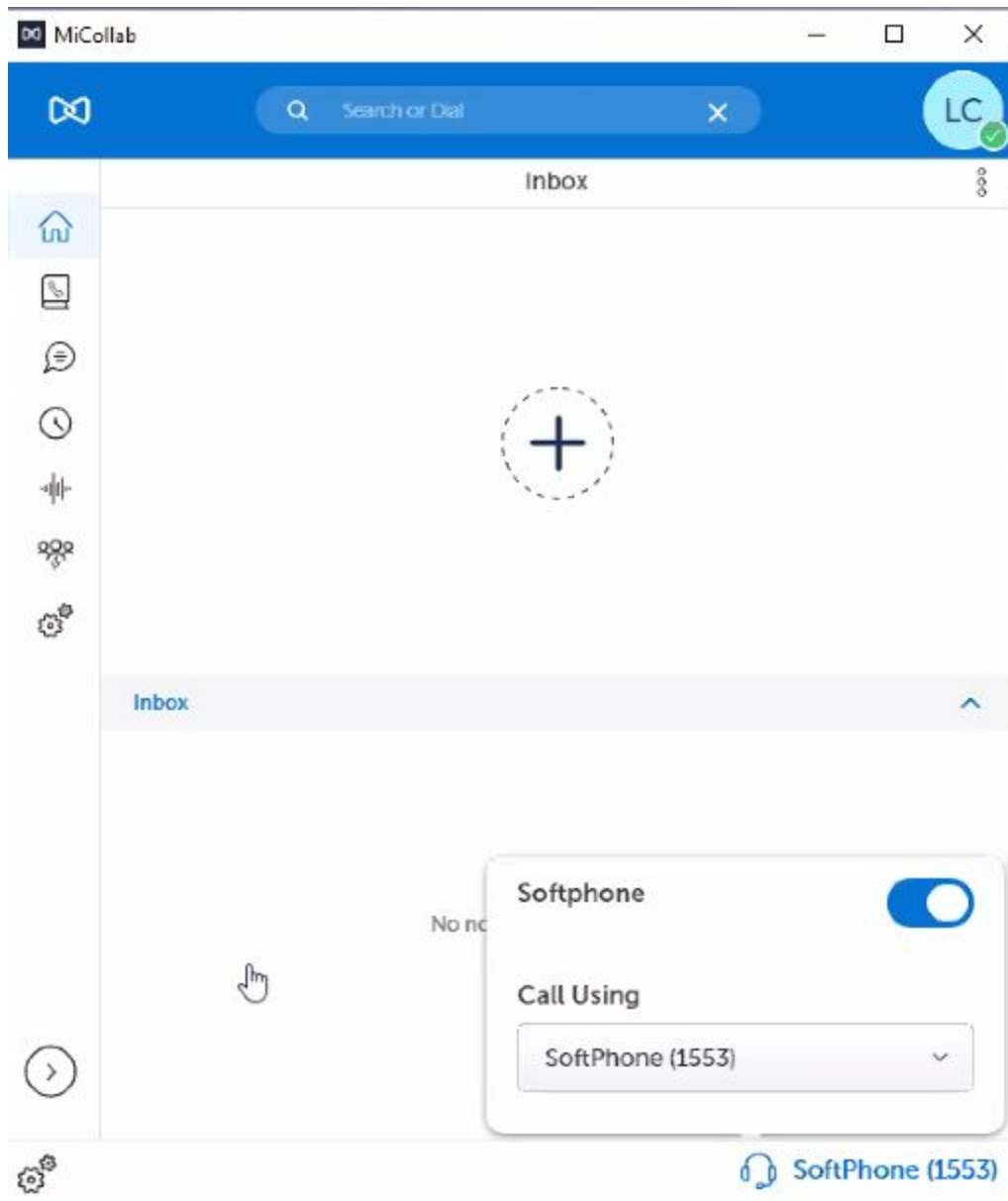
In the lower right-hand corner click on the extension

1. Ensure the Softphone switch is on
2. Ensure call using is set to Softphone



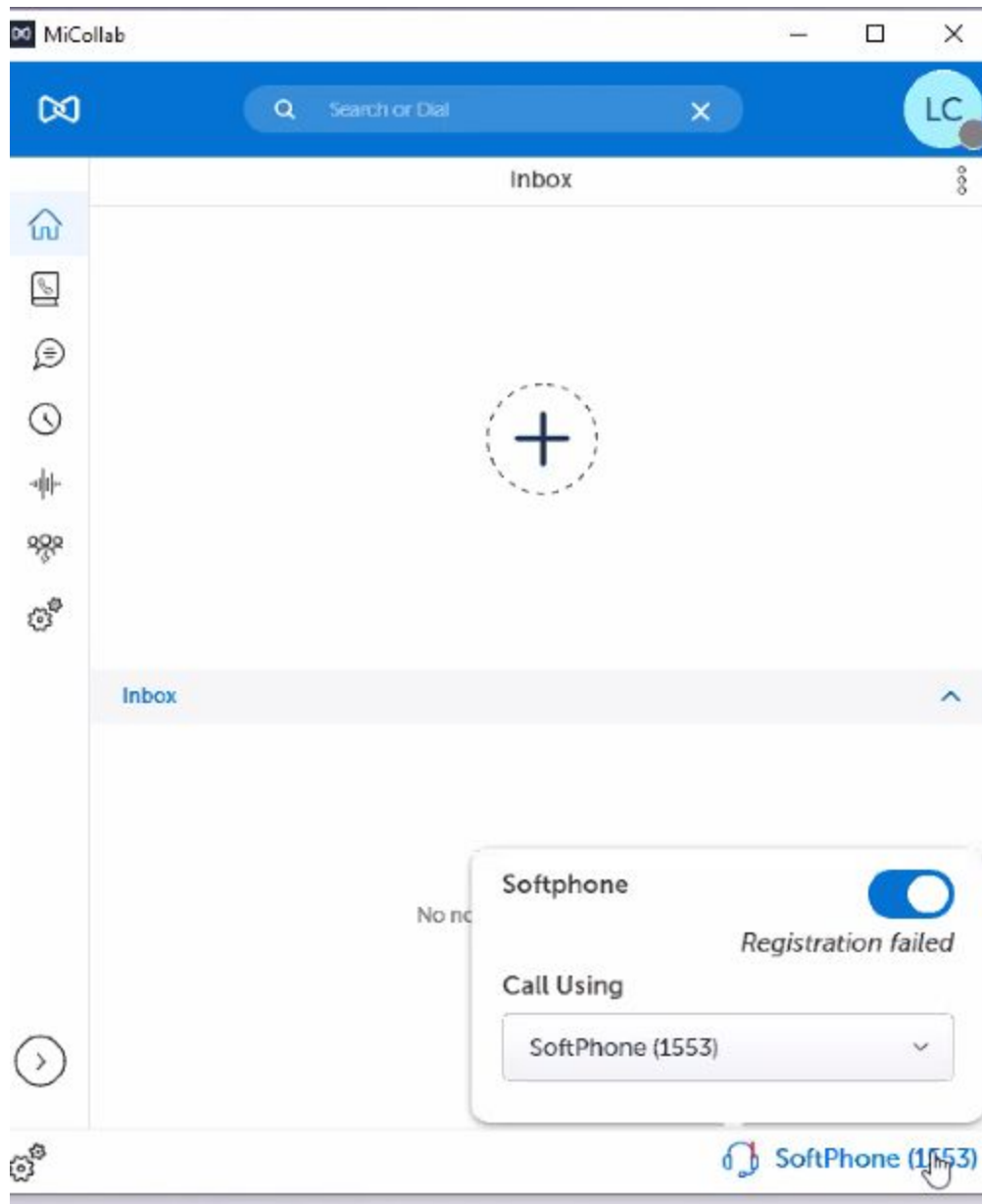
An Activated Softphones screen will look like the image below.

- Note the small green circle in the top right-hand corner - [Green is Good!]



Notice! - Registration failed

If you see a notice that registration failed, contact IT Services



Voicemail

This should have been established during installation (one-time set up)

Step 1 Click on the voicemail menu icon

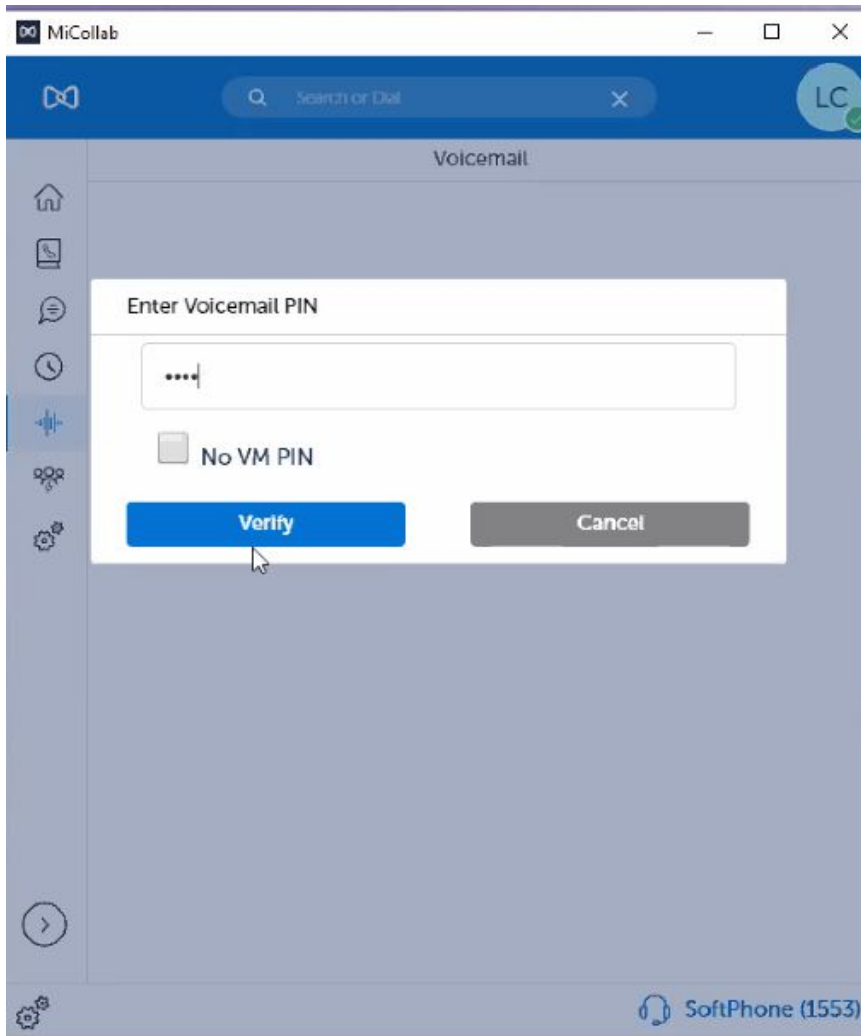
(the sound wave image)

Step 2 Enter your voicemail code

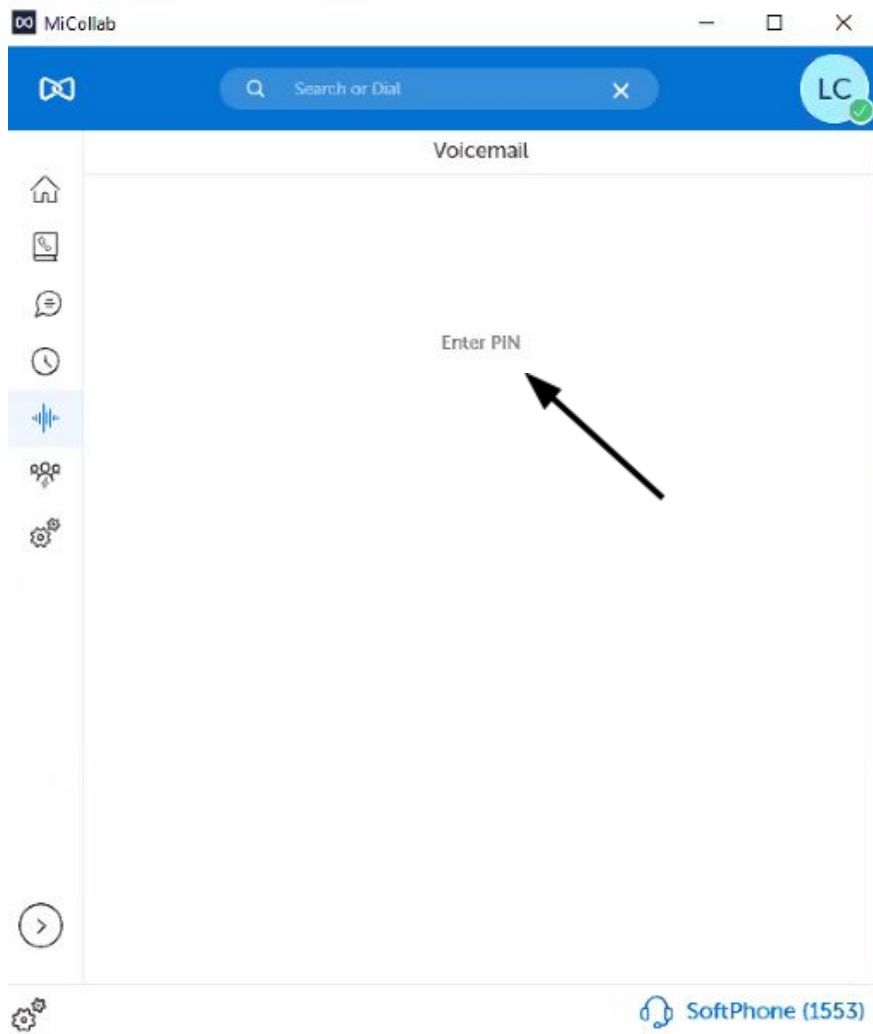
the default voicemail code is 1111

Step 3 Press Verify

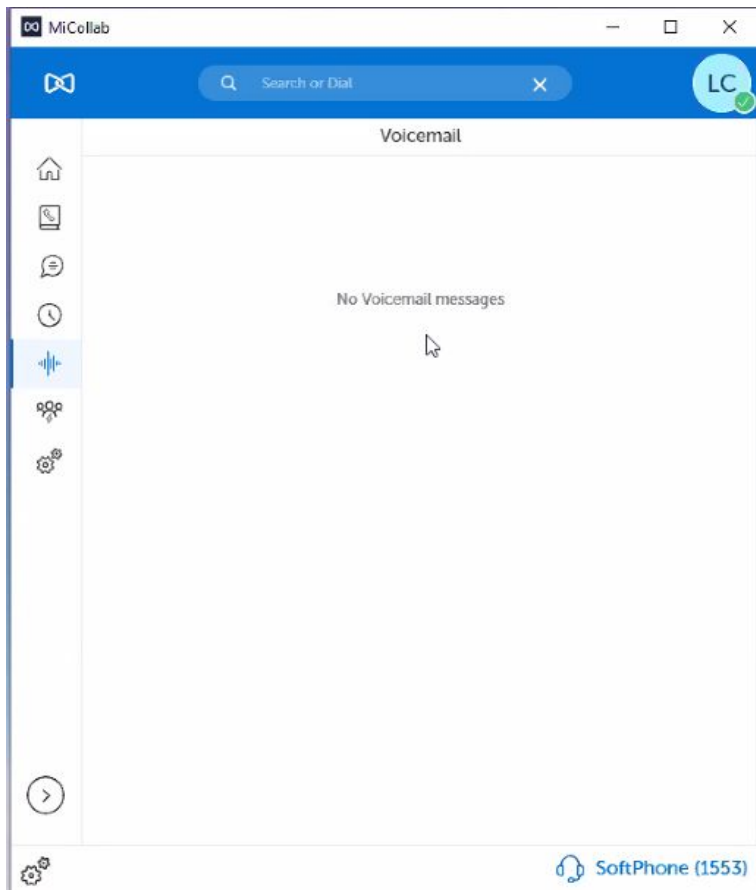
skip the checkbox



Step 4 Click the text "Enter PIN"



Now will now be connected to your voicemail box



Softphone calls

You are now connected to the phone system and can make and receive calls.

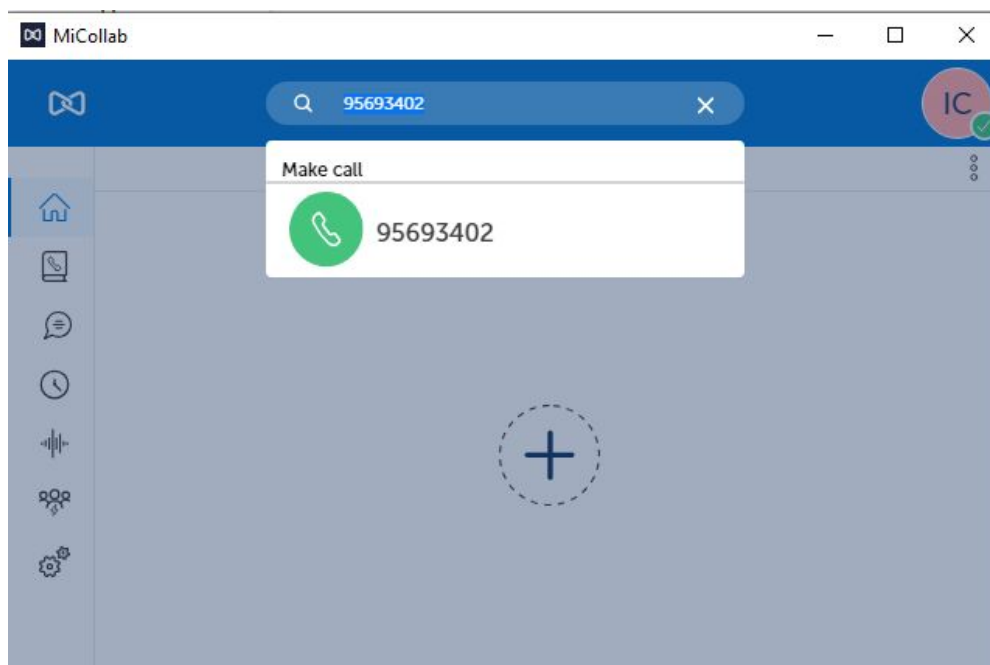
1. To dial a number type in the text box in the cent of the screen.

Dialing Rules

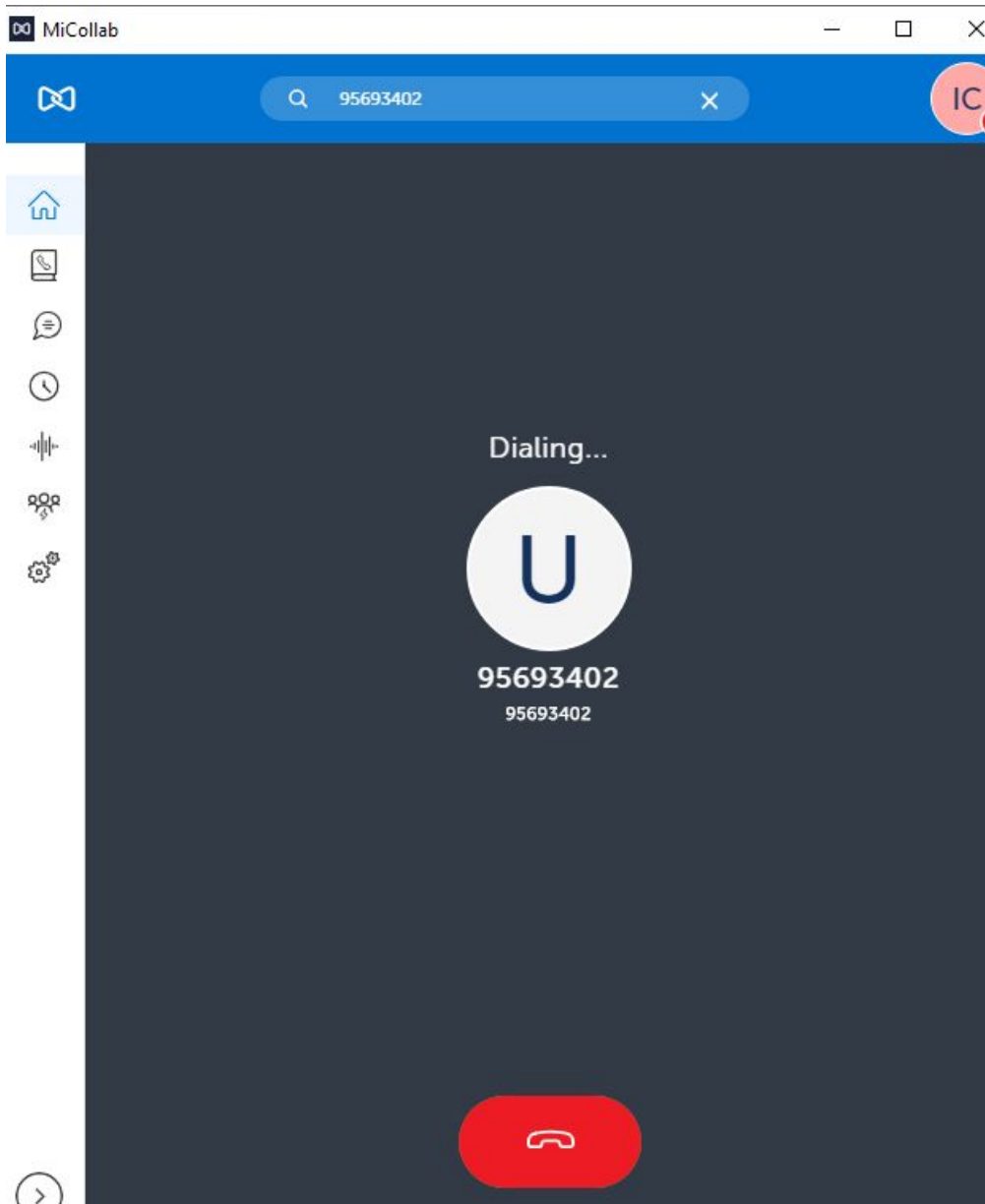
- New system users **Dial the last 4 digits**
New system is a person or department with a 916-XXXX number
- Local 501 numbers dial **9 + the number**
- Long-distance numbers dial **9 + area code + the number**

Use the University Directory for the latest updates for campus numbers

<https://directory.ualr.edu/>



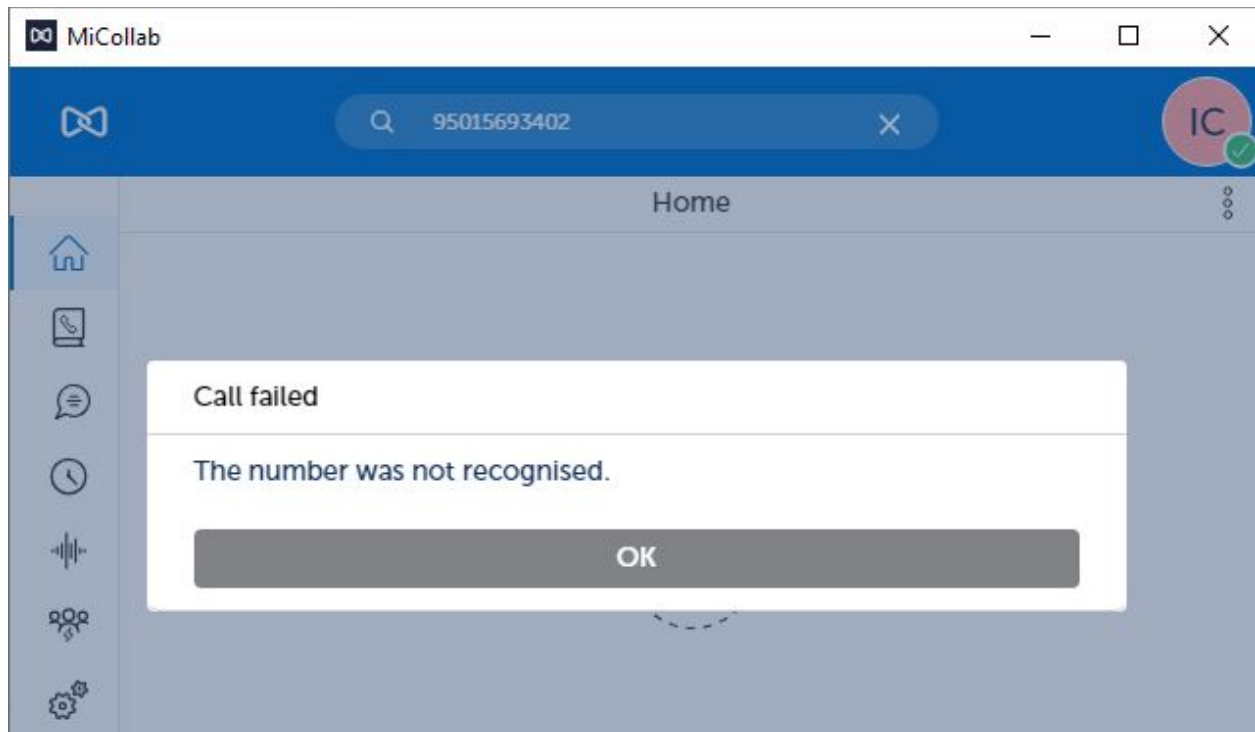
2. Press enter or click on the call button to dial



Notice! - Call not recognized

- Review the Dialing rules above under Softphone Calls

For example, this error will result if you enter a 501 area code for a local call.



Notice! Caller ID - ACD Agents

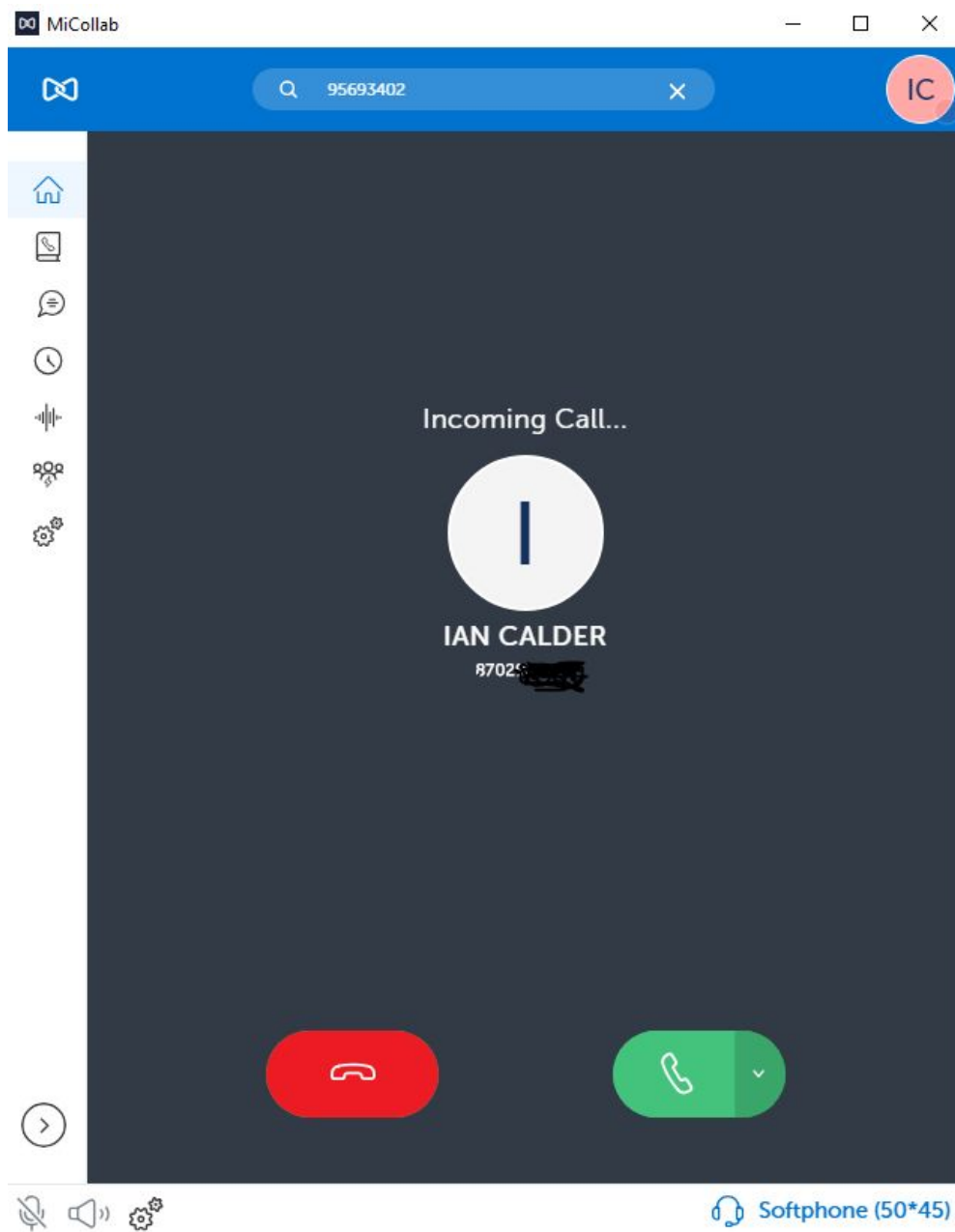
When making a call, the caller id will display the department's Main number not the agent's extensions

Call receipt display

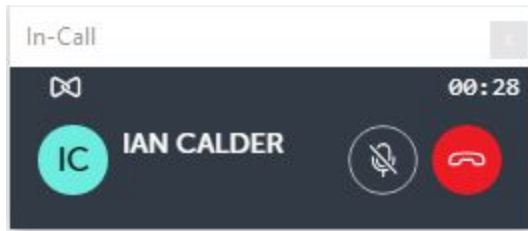
Your MiCollab screen will display per the example below when receiving a call.

Answering a Call

Click or double click the green Handset Icon on the right-hand side

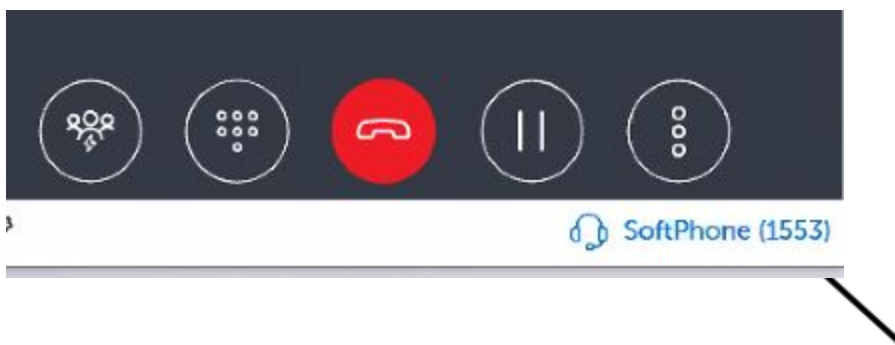


In addition to the MiCollab app, a small dialog will display on the screen while you are on a call.

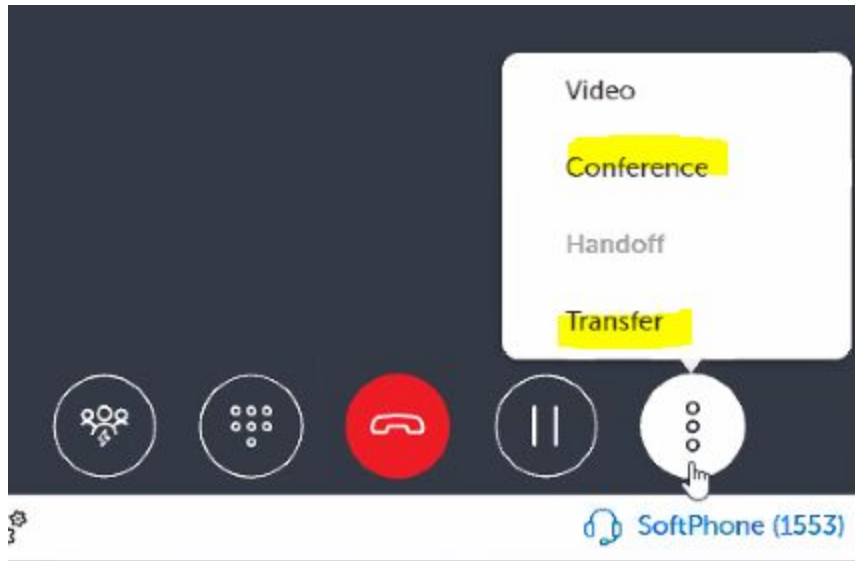


Call Handling Options

During a call, if you wish to transfer a call, press the circle with the 3 vertical dots to open the dialog for options.



You will be presented with the option to start a Conference call or Transfer using one of two options Blind or Consultative.



Select your preference and enter the destination number of extension into the text box.

Blind Transfer

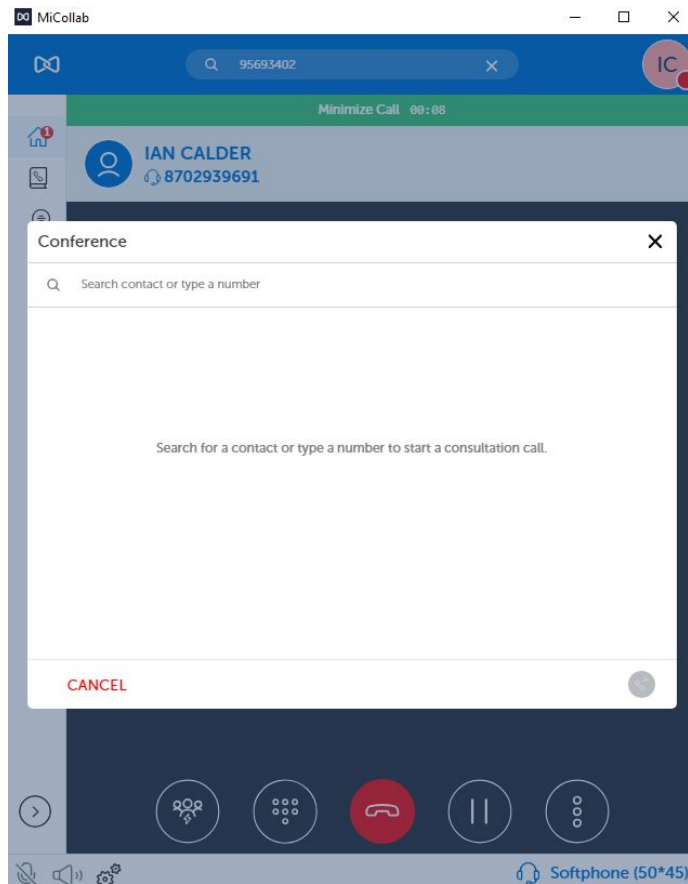
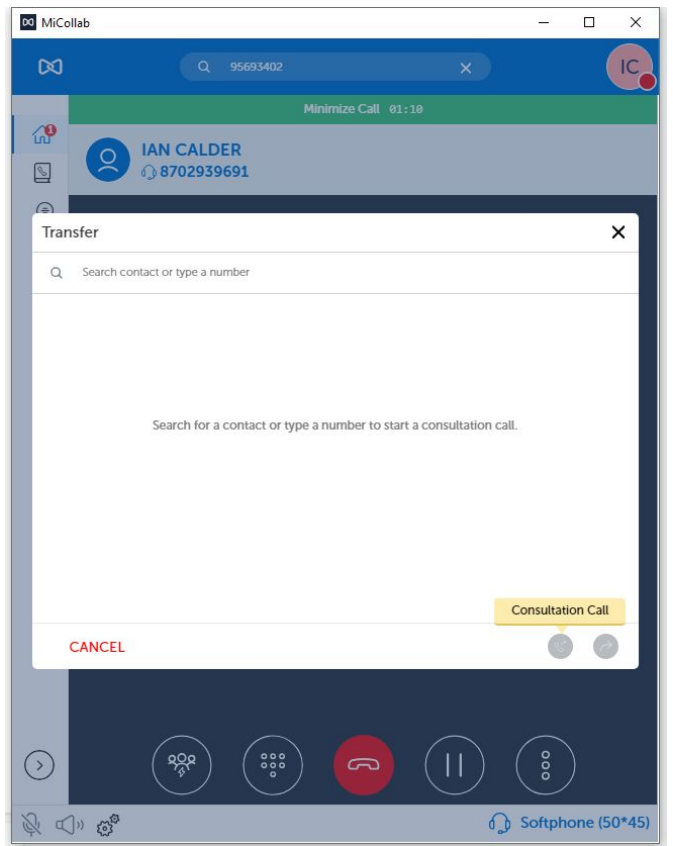
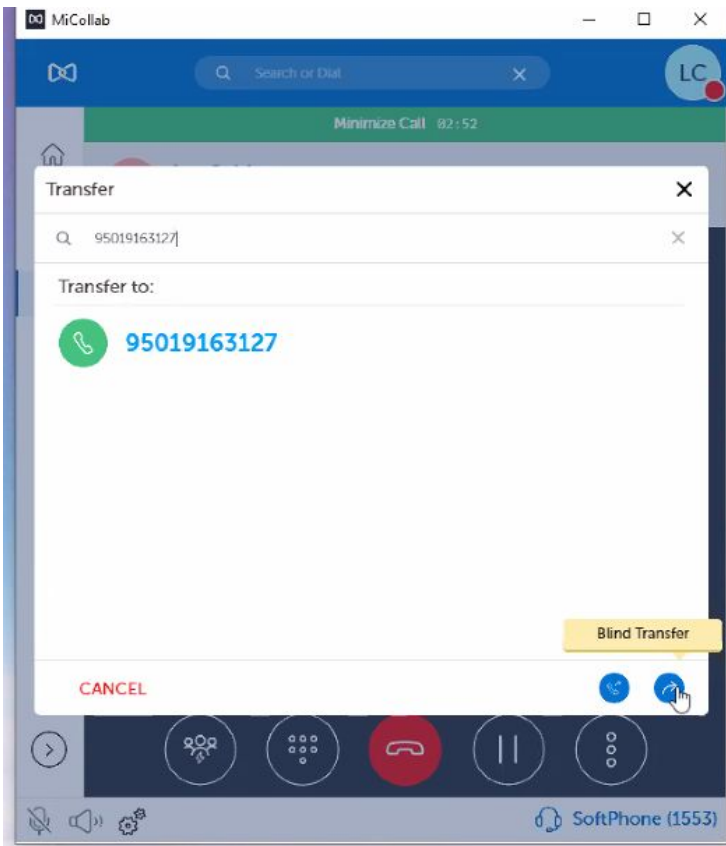
- A blind transfer will go directly to the number you enter.

Consultation Call

- A consultative call will provide you options to transfer the call though, join all three parties, or switch back and forth between the caller and transfer recipient.

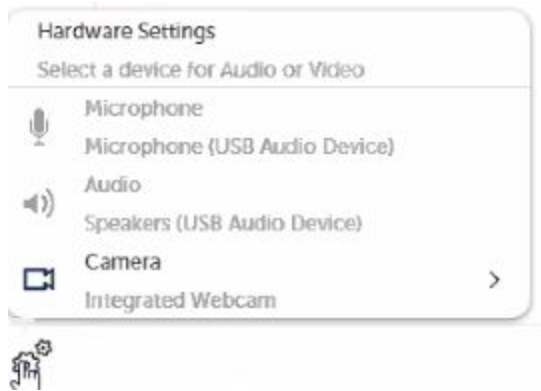
Conference

- A conference call is similar in function to a Consultative transfer, without handoff.



Hardware settings

- Click the gear icon in the lower-left of MiCollab to specify your Audio device, for example, headphones.



Ignite - ACD Agents Only

- *The ACD Queues are open from 8:00 to 5:00 Monday thru Friday.*
- *The queue will close at 5:00 pm and not allow any other callers in.*
- *Existing callers in the queue will have to be cleared, they are not dropped at 5:00 pm*

With your softphone connected to the phone system and are making a taking calls, now we must make ourselves available in the Call Queue for calls.

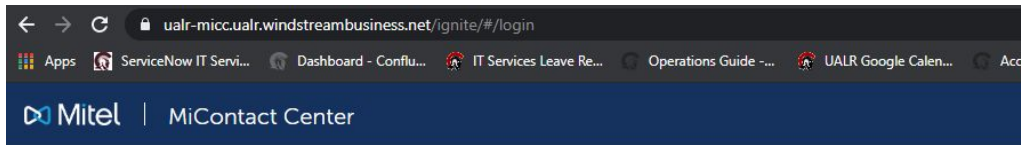
Step 1 Go to the following URL, it should already be bookmarked.

<https://ualr-micc.ualr.windstreambusiness.net/ignite/#/login>

Step 2 Log in

Username = the first part of your email address

Password = Welcome1



Please sign in

Username

Password

Notice! Phone Login

- If you see the following screen displayed, go back and ensure you have activated your softphone

Log in to a phone

Which extension are you using to accept voice calls for user 1538?

Desk phone MiCollab SIP Softphone

Extension

PIN

Remember my Extension

You will be automatically logged into your phone when setting yourself to Available

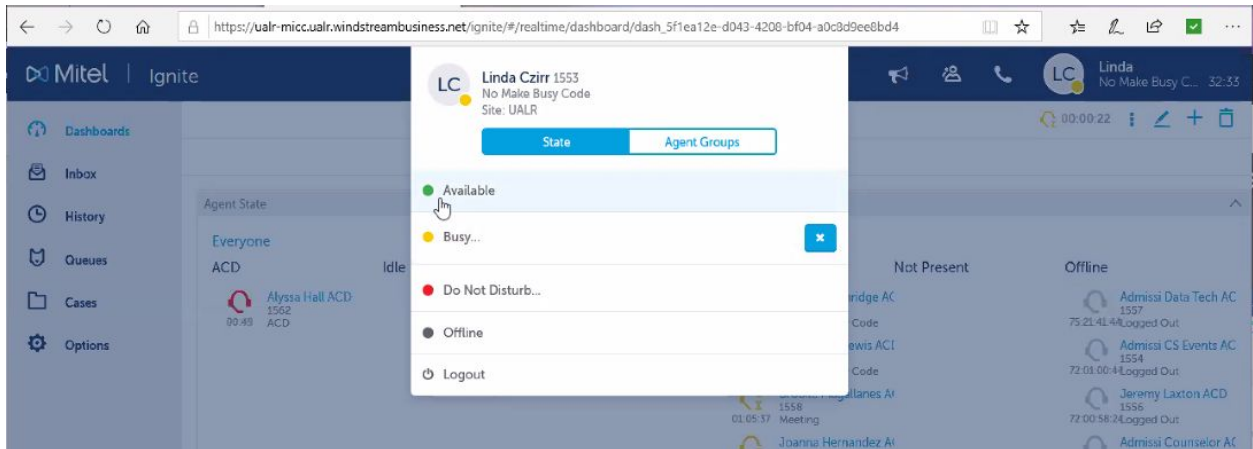
Ignite will open and display the Dashboard created during your setup

The screenshot displays the Mitel Ignite dashboard interface. At the top, the header includes the Mitel logo, the name 'Ignite', and user information for 'Colleen' (Offline) with a timestamp of 01:35:07. Below the header, the 'Dashboards' section shows a 'Queue Now' view for 'Bursar P115'. This view includes four key metrics: Service Level (0%), Contacts Waiting (0), Requeued (0), and Longest Waiting (00:00). Below these metrics, a table shows counts for '0 Idle', '0 ACD', and '0 Non ACD'. The 'Agent State' section below provides a breakdown of agent statuses: ACD, Idle, Non ACD, Unavailable, Not Present, and Offline. The Offline section lists several agents, including Andrew Burton ACD (1541, Logged Out at 01:37:29), Colleen Dennis ACD (1538, Logged Out at 01:35:07), Amber Dunn ACD (1542, Unknown), Bursar Front Desk At (1544, Unknown), Bursar Te User 01 AC (1543, Unknown), and Laura McCarty ACD (1539, Unknown).

Step 3 Availability

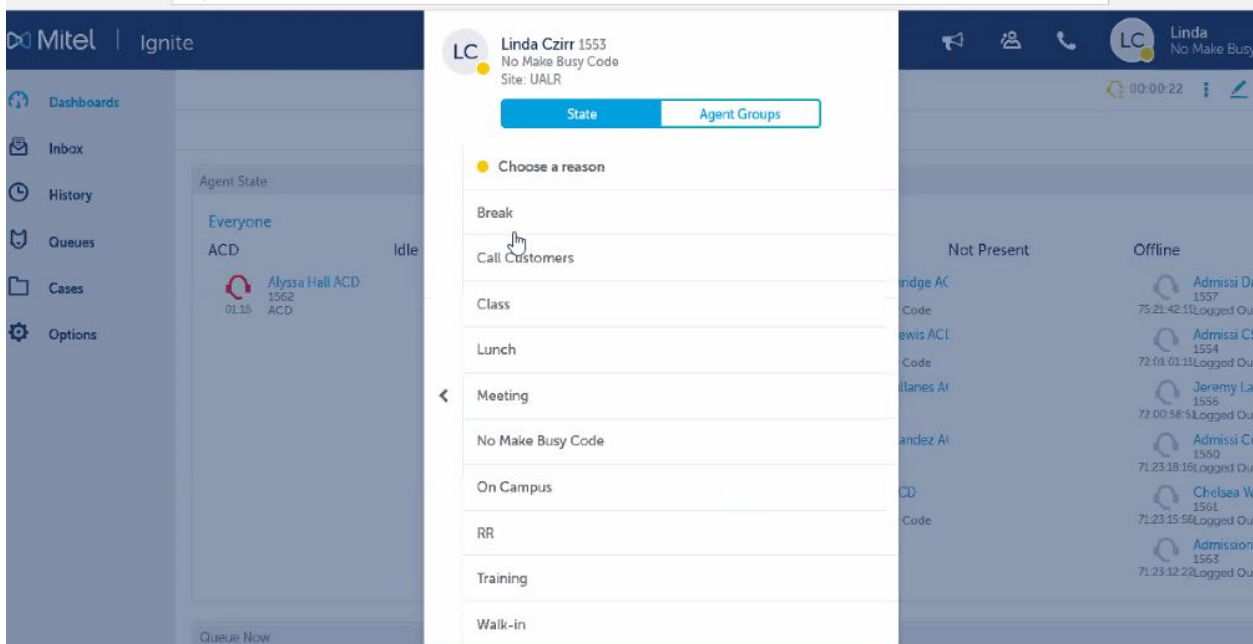
Available

In the upper right of the Ignite, see the circle with your Initials. Select your initials and select your status. Select Available to join the Queue



Make Busy

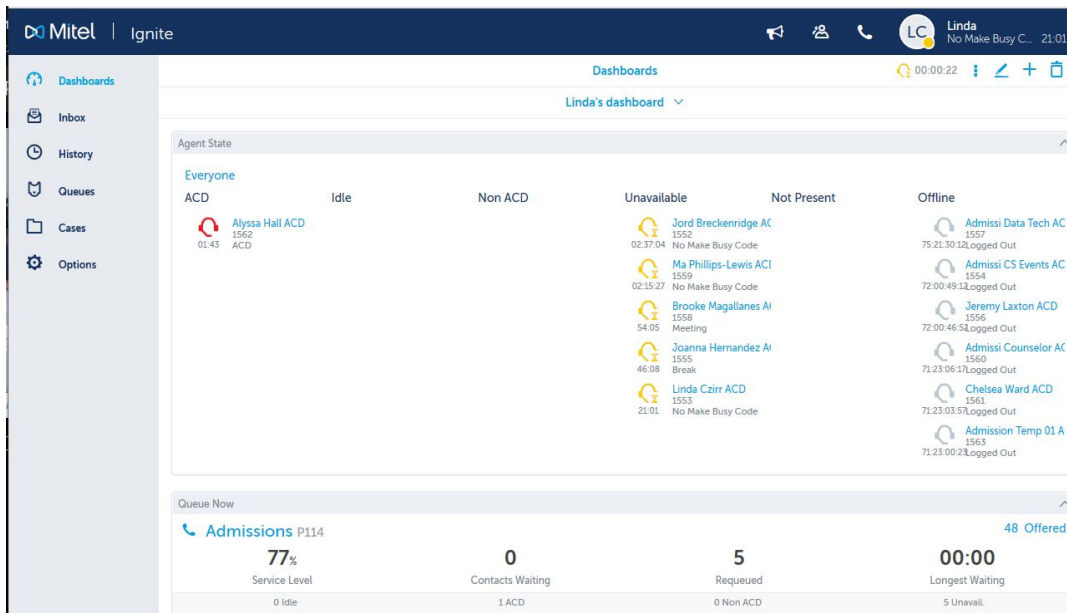
Various options to select from



Warning

If you do not mark yourself as Make Busy and do not take a call, the system will log you out.

Agent State

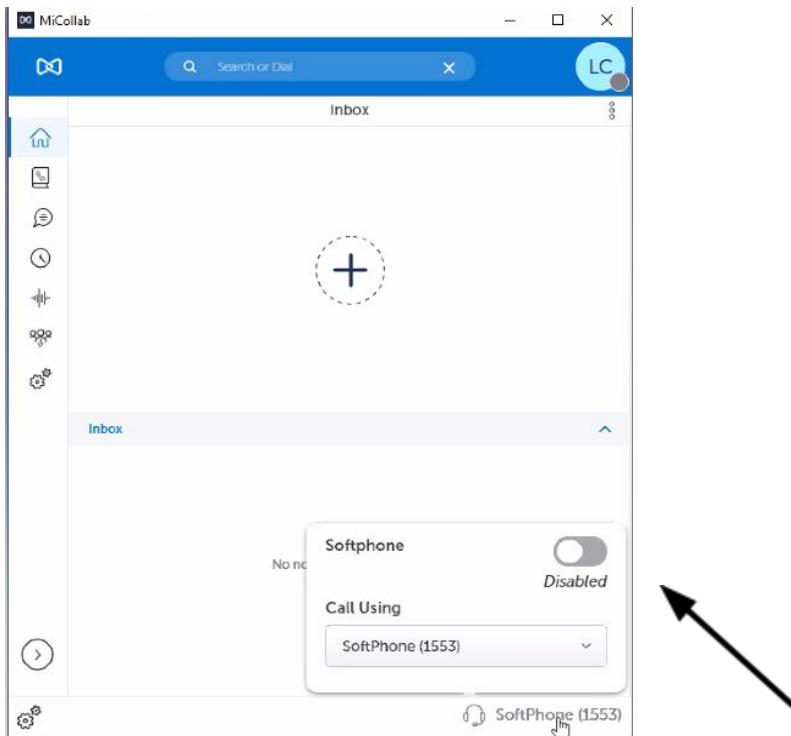


- Gray - Agents who are not logged into their phones or the queue
- Yellow - Agents who are logged into their phones but not active in the queue
- Green Agents available to take calls
- Red - Agents taking calls

End of day

Exit

Best Practice: From the softphone go to the dialog in the lower right-hand corner and deactivate the softphone. This will log you out of your phone and Ignite.



Logout

Optionally in Ignite select the circle with her initials in the upper right corner and set her availability to make busy or log out.

