

Using Web Ignite

MiCC Version R8.1



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation or any of its affiliates or subsidiaries (collectively "Mitel"). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel. Mitel assumes no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate changes. The document in its entirety or any part thereof may not be reproduced or transmitted in any form by any means – electronic or mechanical – for any purpose without the express written permission from Mitel Networks Corporation.

Trademarks

Mitel is a registered trademark of Mitel Networks Corporation.

Windows and Microsoft are trademarks of Microsoft Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged

© 2016 Mitel Networks Corporation

Personal use of this material is permitted. However, permission to reprint/republish this material for advertising or promotional purposes or for creating new collective works for resale or redistribution to servers or lists, or to reuse any copy righted component of this work in other works must be obtained from Mitel Networks Corporation

Contents

Chapter 1.....	8
Getting Started with Web Ignite	8
What is Ignite?	8
Functions of Ignite	8
How does licensing work for Ignite?.....	9
Accessing Web Ignite	10
Navigating the Ignite Client User Interface.....	12
1. Navigation Pane	12
2. List Pane	17
3. Status Bar	17
4. Agent Handling Statistics	23
5. Preview Pane.....	25
Viewing and Searching for contacts in Ignite.....	27
1. Filtering historical contacts.....	27
2. Viewing Contacts in Inbox.....	28
Accessing Real-Time Information with Ignite	29
Configuring Web Ignite Dashboards	29
1. Adding and Configuring Dashboards	29
2. Adding and Configuring Dashboard Widgets.....	32
3. Configuring Options in the Employee State Widget	34
4. Configuring Options in the Callback Requests Widget	34
5. Configuring Options in the Queue Now Widget	35
6. Configuring Options in the Agent State Widget	35
Managing your Web Ignite Profile	37
Monitoring Employee State in Web Ignite	41
Monitoring Agent State in Web Ignite	41
Monitoring Queues in Web Ignite	41
Viewing and Managing Callbacks in Web Ignite	43
Managing your Availability in Web Ignite.....	43
1. Viewing Agent Group Presence in Ignite	44
2. Adjusting agent states in Ignite.....	45

3. Setting and Removing Make Busy in Ignite.....	46
4. Setting and Removing Do Not Disturb in Ignite	48
5. Work Timer	50
Chapter 1: REVIEW.....	51
Chapter 2.....	53
Handling Multimedia Contacts with Ignite	53
Overflowing and interflowing contacts	53
1. Overflowing Contacts.....	54
2. Interflowing Contacts.....	54
Routing models in Multimedia Contact Center	54
1. Push model	54
2. Pick model.....	54
3. Mixed model	55
Receiving notifications of new contacts	55
Receiving information in screen pops.....	56
Reviewing contact history.....	57
Tagging contacts with Account Codes	58
Sending contacts back to the queue.....	59
Chapter 2: REVIEW.....	61
Chapter 3.....	62
Handling Emails with Ignite.....	62
Previewing emails	64
Picking emails out of queue	64
Replying to emails.....	65
Forwarding emails.....	65
Adding attachments to emails	67
Inserting images in emails.....	67
Saving and Removing Attachments from Emails	68
Transferring emails to internal and external destinations	69
Declining emails	71
Marking emails as No Reply and Junk.....	72
Placing emails on hold	72

Verifying spelling and grammar	73
Applying reply templates to emails	76
Applying personalized signatures to emails.....	78
Rerouting Failed emails.....	78
Handling oversized emails	79
Handling bounced emails.....	79
Sending outbound emails	80
Chapter 3: REVIEW.....	82
Chapter 4.....	84
Handling Chats with Ignite.....	84
Previewing chat contacts	85
Picking chat requests out of queue	85
Joining chat sessions	86
Declining chat contacts	86
Chatting with customers.....	87
Correcting spelling in chat responses	89
Applying reply templates to chat responses.....	91
Placing chat sessions on hold and retrieving chat sessions from hold	91
Transferring chats	91
Leaving chat sessions	92
Forwarding chat transcripts.....	92
Removing failed chat transcripts from Ignite	93
Chapter 4: REVIEW.....	94
Chapter 5.....	95
Handling SMS with Ignite.....	95
Previewing SMS contacts	96
Picking SMS contacts out of queue.....	96
Joining SMS sessions	97
Replying to SMS contacts.....	98
Declining SMS contacts	98
Correcting spelling in SMS responses	99
Applying reply templates to SMS responses.....	100

Placing SMS sessions on hold and retrieving SMS sessions from hold	101
Transferring SMS contacts	102
Ending SMS sessions	102
Forwarding SMS transcripts	103
Removing failed SMS transcripts from Ignite	103
Marking SMS contacts as No Reply and Junk	103
Sending outbound SMS contacts	104
Chapter 5: REVIEW	106
Chapter 6.....	107
Handling Calls with Ignite.....	107
Viewing call information	108
Picking calls out of queue	108
Answering and ending calls.....	108
Making calls.....	110
Performing in-call actions	110
Putting calls on hold and retrieving calls from hold	110
Tagging calls with Classification Codes	111
Transferring calls.....	112
Contacting agents before transferring calls.....	113
Handling calls using the Active Call window	114
Chapter 6: REVIEW.....	115
Appendix	116

Information Icons

Information icons are used throughout the course to identify the following:



Reference: Directs you to additional reference information in the Technical Documentation, Online Help, or other support documents



Note: Identifies a key point of interest. The note symbol may also direct you to helpful information in the system documentation or other supporting documentation.



Navigation: Identifies tips on how to navigate through the course material.



Remote Training: Identifies instructions that are specific to remote training courses.



Tools and Equipment: Identifies tools and equipment you will need to complete a lab exercise.



Caution: Identifies a potentially dangerous situation that may result in injury to you or damage to the equipment.

Chapter 1

Getting Started with Web Ignite

What is Ignite?

Ignite is used by agents to handle all types of media, including voice, email, chat, and SMS.

Ignite is available as either Desktop or Web version. They share much of the same functionality but also offer unique agent and supervisor experiences enabling you to choose the application that suits your individual needs.

In this Student Guide, we are going to learn all about:

- Web Ignite Application Features
- Functions of the Web Ignite Application
- Licensing requirements to enable Web Ignite's full functionality
- Web Ignite Client User Interface
- Use the Web Ignite Application to handle multimedia contacts

Functions of Ignite

Let us take a look at the functions of Ignite further.

Depending on your needs, you can use either the **Desktop** or **Web** version of Ignite.

If you want access to the following features, we recommend using Ignite (DESKTOP):

Fully supported integration with MiCollab Client, including:

- State indicator collaboration (state changes in either Ignite or MiCollab are reflected in each application)
- Ability to dock Ignite to MiCollab Client and minimize/maximize both applications simultaneously
- Auto-logout from MiCollab Client when agent logs out of Ignite
- Recording and implementing pre-announce and agent greetings
- Requesting help from other agents or supervisors while on a call
- Viewing agents' Inbox contents
- Being notified by email of Enterprise Server alarms
- Using the 'Next Longest button' to access longest-waiting Chat and SMS contacts with a single click
- Grouping, sorting, and organizing contacts using the card and grid views

If you want access to the following features, we recommend using Ignite (WEB):

- Accessing Ignite from any supported, Web-enabled device
- Full support for tablets (Apple, Android, and Microsoft)
- Partial support for mobile phones (Apple, Android, and Microsoft), including the ability to log in and out, view dashboards, change ACD state, set and remove Make Busy and Do Not Disturb, remove Work Timer, and interact with agent states via dashboards
- Viewing multiple windows simultaneously to enable greater, immediate access to different types of information
- Switching between desktop, tablet, and mobile device, while maintaining consistent access to all relevant information
- Logging into Ignite, without necessarily logging into queues, enabling agents to access Ignite without being presented with ACD calls
- Using MiCollab Client in conjunction with Ignite, to handle voice contacts, but without integration functionality, such as collaborative state updates, docking, minimizing/maximizing together, click to IM other agents and supervisors, and MiCollab Client auto-logout when logging out of Ignite
- Accessing supervisor-light version of Contact Center Client's Interactive Contact Center capabilities, including interacting with agent states and agent group presence, and moving contacts from queues to agents, based on agent availability and queue activity levels

[How does licensing work for Ignite?](#)

Ignite comes with the MiContact Center Solutions as part of the Client Component Pack. The availability of Ignite's functionality depends on employee licensing. If you log into Ignite and are not able to access its functionality, this may be an issue of licensing.

Employees consume a Multimedia Contact Center license when they are enabled to handle email, chat, or SMS. Employees handling multiple multimedia types do not consume additional Multimedia Contact Center licenses. Removing an employee's ability to handle multimedia unlicenses the employee.

Employees licensed as Advanced supervisors or System Administrators may search Ignite's entire repository. This includes Ignite's In Progress folder, which enables supervisors to see contacts currently in agent Inboxes. This search capability does not require Multimedia Contact Center licensing. However, to view and search contacts in queue using Ignite, employees must be licensed for Multimedia Contact Center license and multimedia agents assigned to the queue.



Note: Employees without Multimedia Contact Center licensing can be licensed to use Ignite but will have access to voice contacts only.

Accessing Web Ignite

The intended users of Web Ignite are employees connected either locally on the LAN or to the network via VPN.

- Web Ignite does not support Compatibility Mode.
- Web Ignite requires JavaScript be enabled on your browser. For more information, consult your browser documentation.

To access Web Ignite, you will need 1 of the following pieces of information

- IP address of the Server
- Hostname of the Server

On the Internet Browser, type in the address field the URL following this format:

- <http://IP> address of the server/ignite

OR

- <http://Hostname> of the server/ignite



Note: If your system uses SSL, type 'https' in place of 'http' and insert a valid domain or FQDN in place of an IP address.

For a list of supported web browsers, contact your supervisor or system administrator.

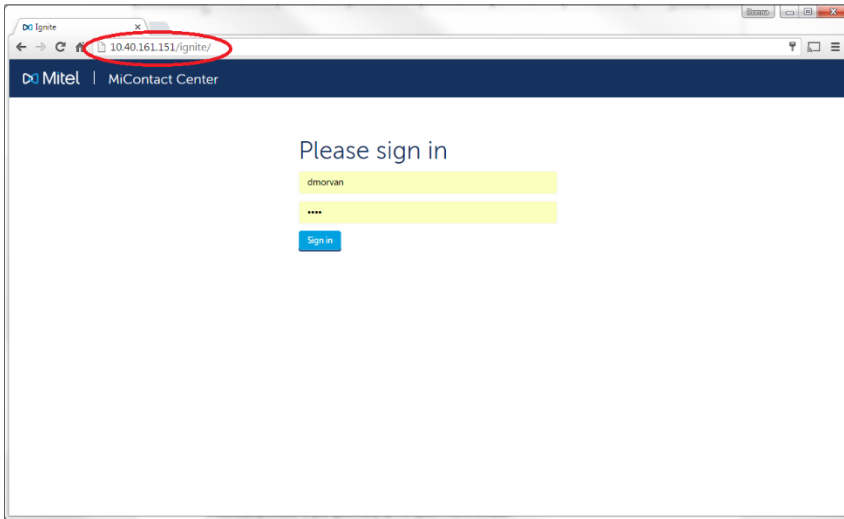
Ignite supports default browser configuration settings.

You can launch 2 instances of Ignite per device and can launch Ignite on multiple devices.



Note:

- We recommend that you do not use the Ignite web and desktop applications simultaneously.
- Editing responses across multiple, open browsers simultaneously is not supported.
- If you are drafting an email response and change browsers, hit 'Refresh' to pull down your drafted content.

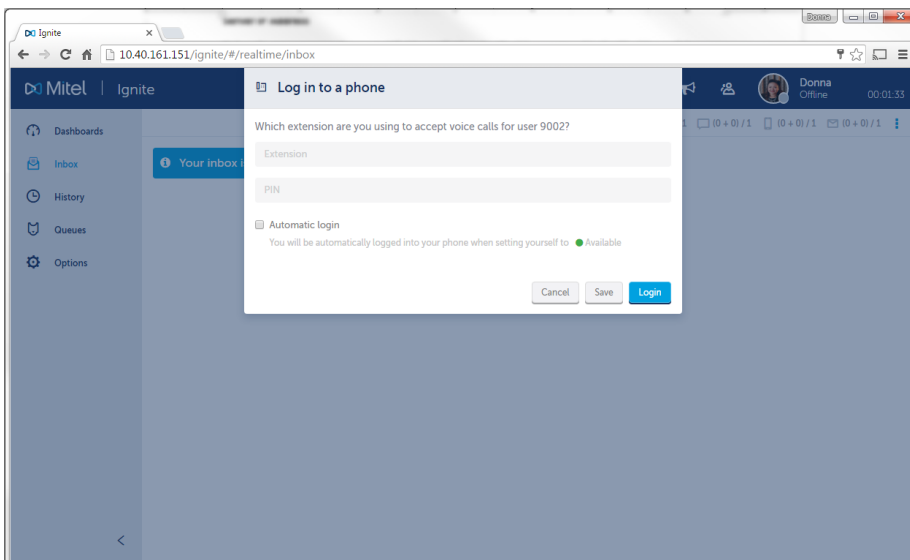


Login Credentials

Depending on the how Ignite has been setup, you can use your Windows credentials to login or use the credentials provided to you specifically by the System Administrator.

Log in to a phone

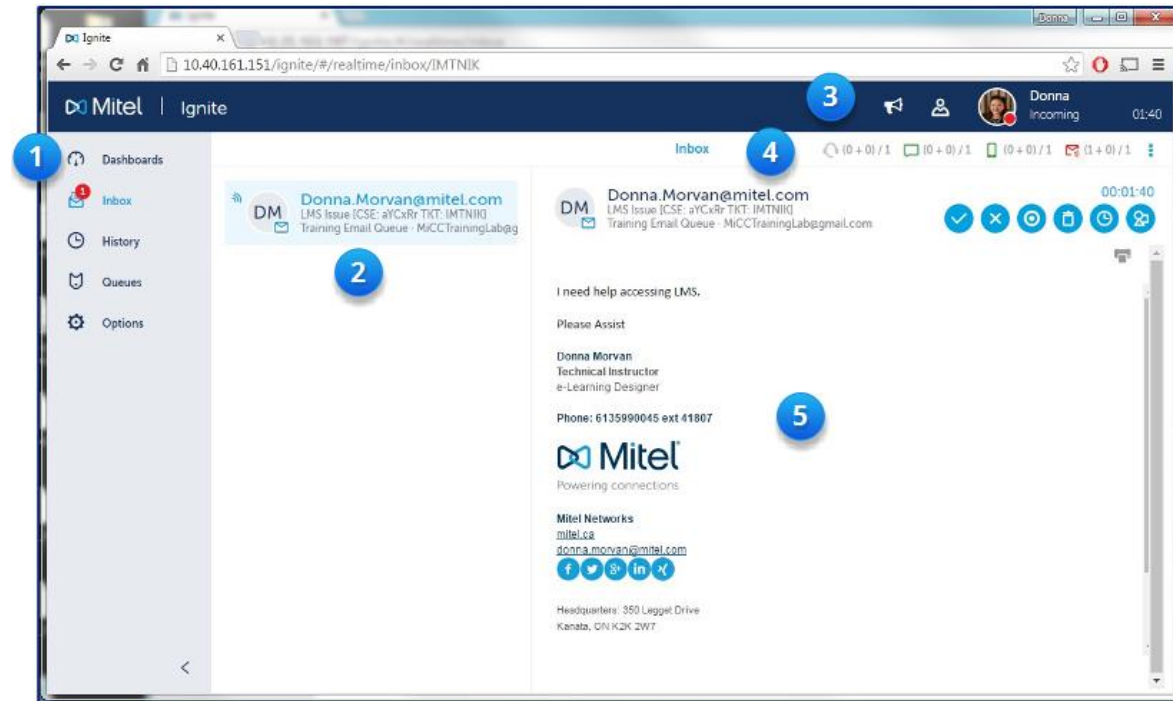
On first login, you may be prompted to enter the extension that's going to be used to accept voice calls. Enter the Extension and PIN (if setup).



Automatic login

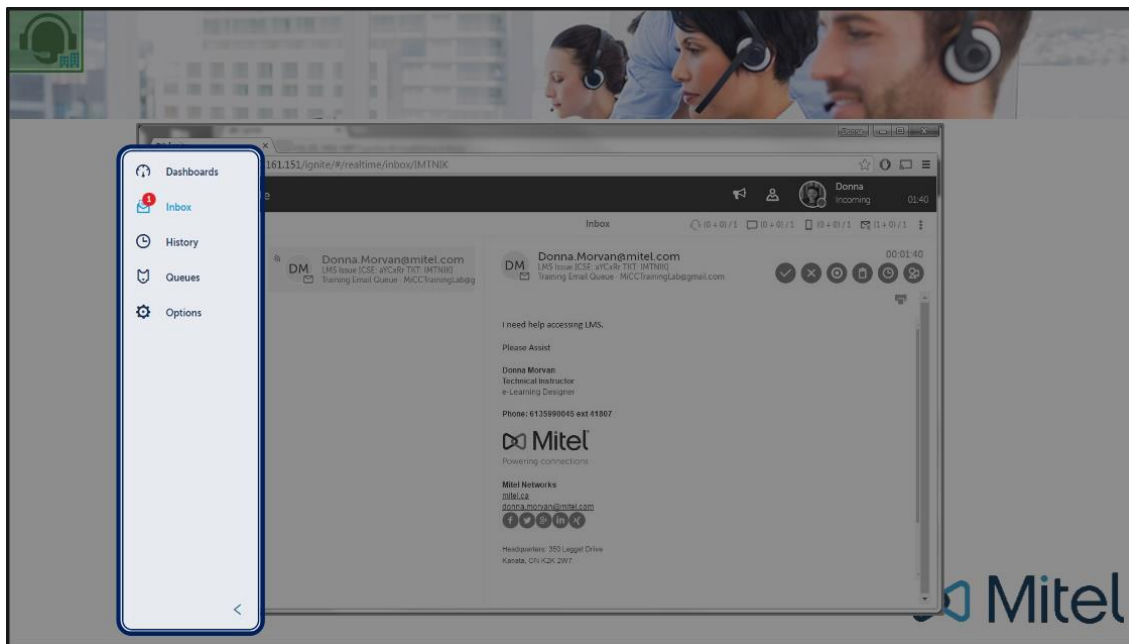
Leave a checkmark on this box if you want to be automatically logged into your phone when setting yourself to Available in Web Ignite.

Navigating the Ignite Client User Interface



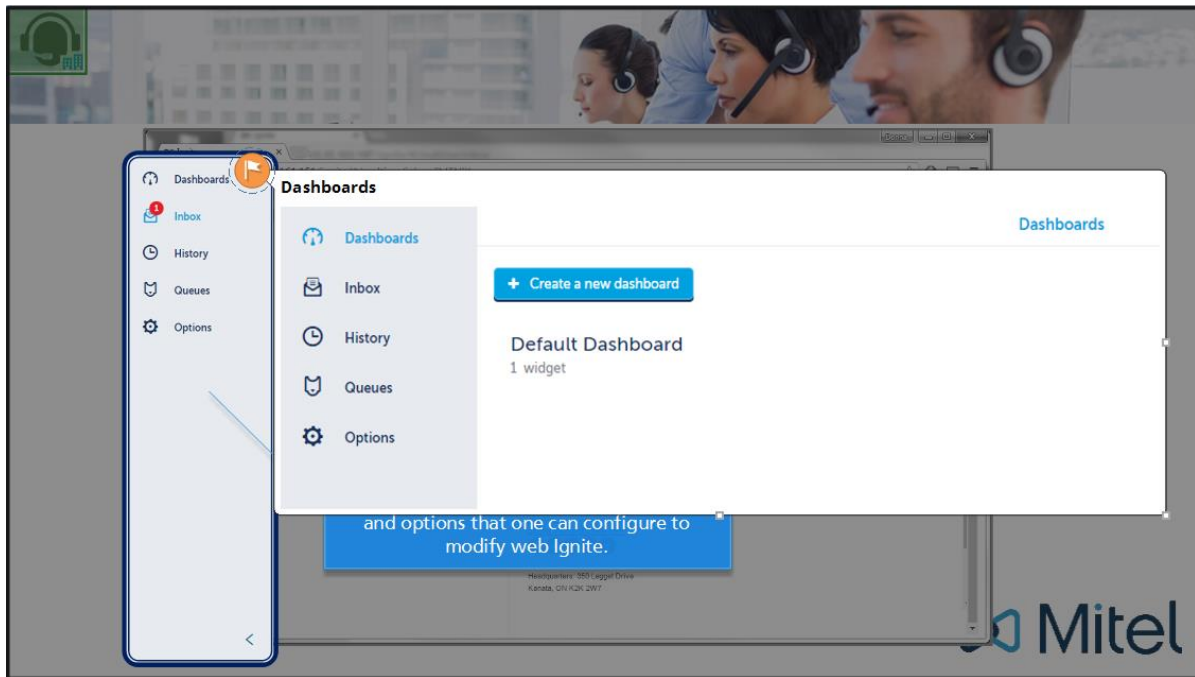
1. Navigation Pane

Navigation pane contains the dashboards, media folders, queues for which the employee’s agent groups handle contacts, and options that one can configure to modify web Ignite.



a. Dashboards

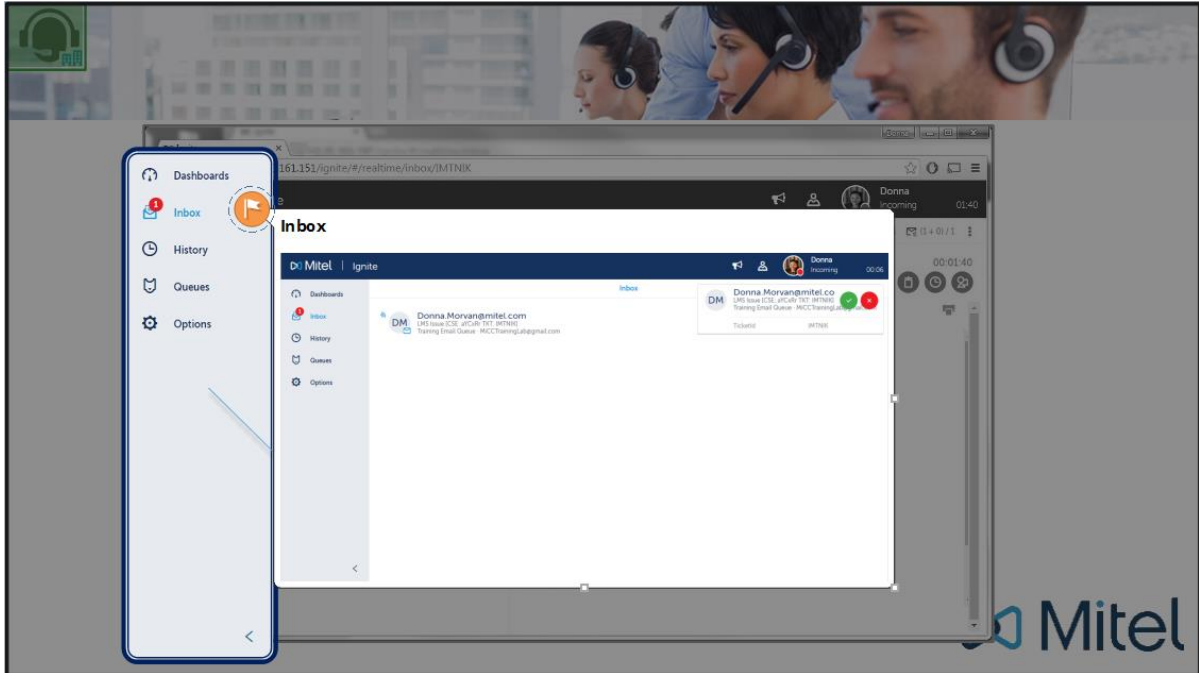
Dashboards give you access to real-time monitors. You can customize the layout and choose the statistics to be viewed.



b. Inbox

Ignite's Inbox displays all contacts currently handled by the employee, ringing the employee, drafts, as well as failed send and autoreply items belonging to the employee. When there is an active contact or draft in the Inbox, a red badge appears over the Inbox icon, indicating how many contacts and drafts there are in the Inbox.

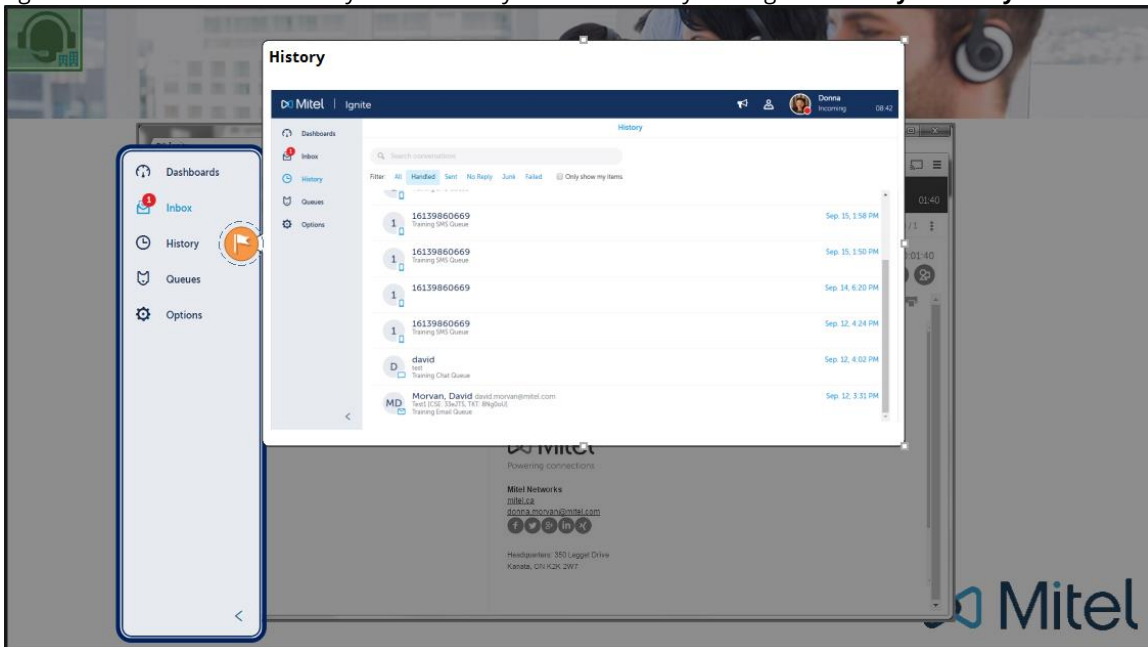
Additionally, the Inbox displays current real time agent handling statistics.



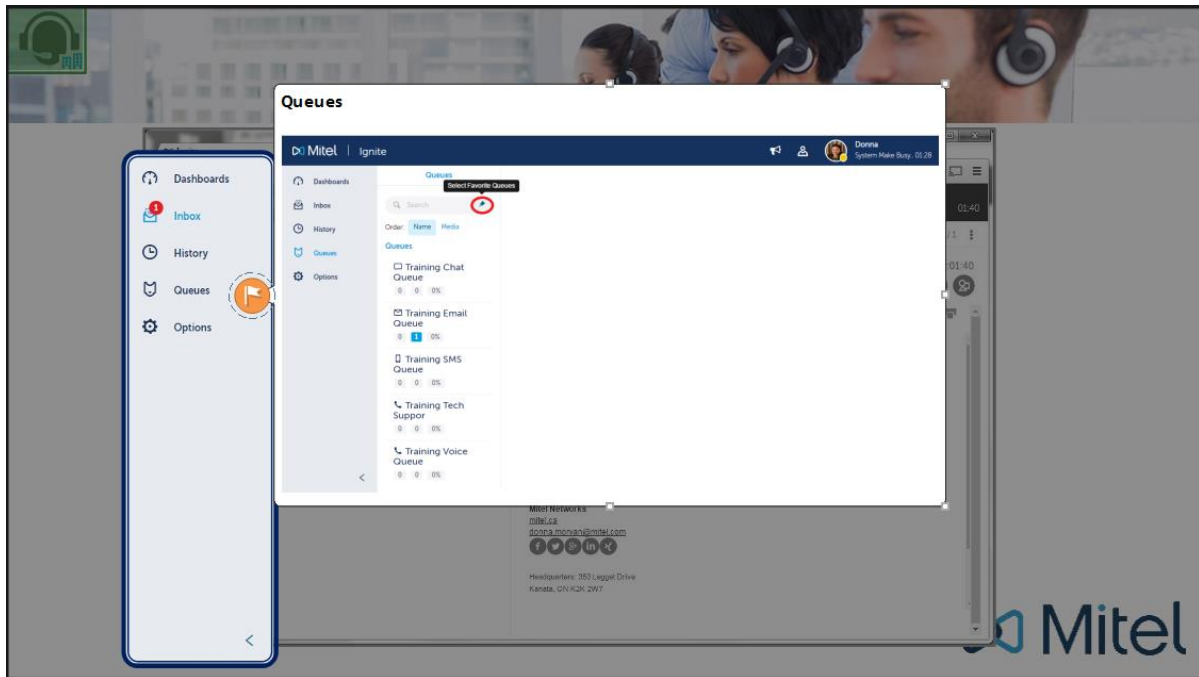
c. History

Under **History**, an agent can view all contacts handled in the past. They have options to toggle view from **All, Handled, Sent, No Reply, Junk, and Failed**.

Agents can also set it to view only the items they have handled by clicking on the **Only show my items** checkbox.



d. Queues



Queues displays the queues and queue groups from which an employee's agent handles contacts.

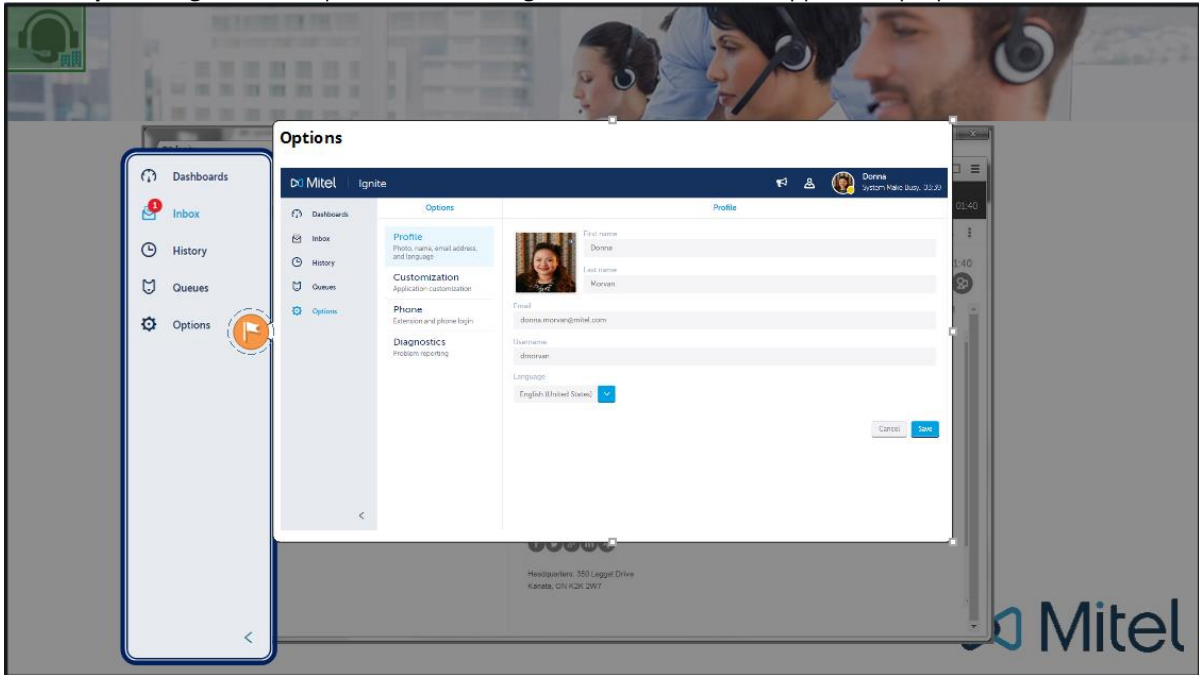
Queues groups the display by queues groups and queues. There are three kinds of queue groups:

- **Unified Queue Groups**—A collection of queues of different media types receiving contacts for a single service group. For example, a Unified Queue Group called 'Technical Support' can contain a voice, a chat, an email, and an SMS queue receiving tech support contacts.
- **Reporting Queue Groups**—A collection of queues, typically of a single media type, created for reporting purposes. For example, a collection of queues called 'Email Technical Support' can contain all email queues receiving tech support contacts.
- **Virtual Queue Group**—A collection of voice queues that offer calls to the same pool of agent groups, providing resiliency. For example, a collection of queues called 'Sales' can contain voice queues all routing calls to the same pool of agents handling sales calls.

Queues displays queues, both queues not associated to a queue group as well as queues belonging to queue groups. You can search for queues and queues to display or you can set queues and queue groups as favorites so that they always display when you go to Queues.

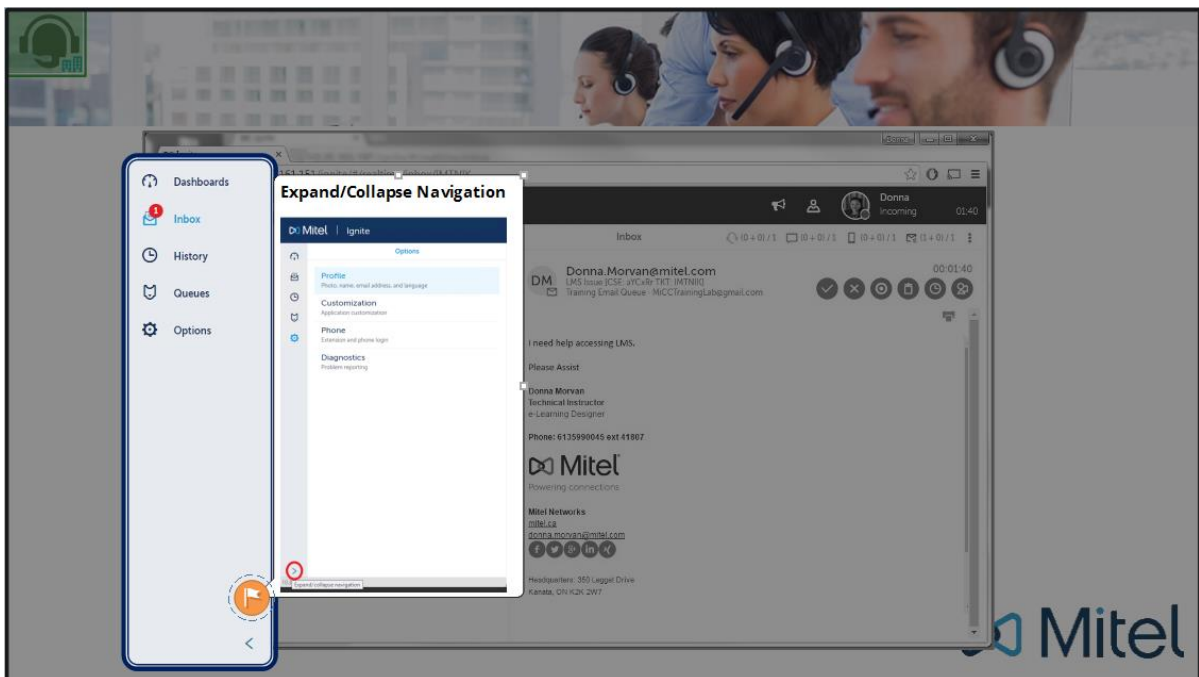
e. Options

Under **Options**, agents and supervisors can configure and customize the application properties and behavior.



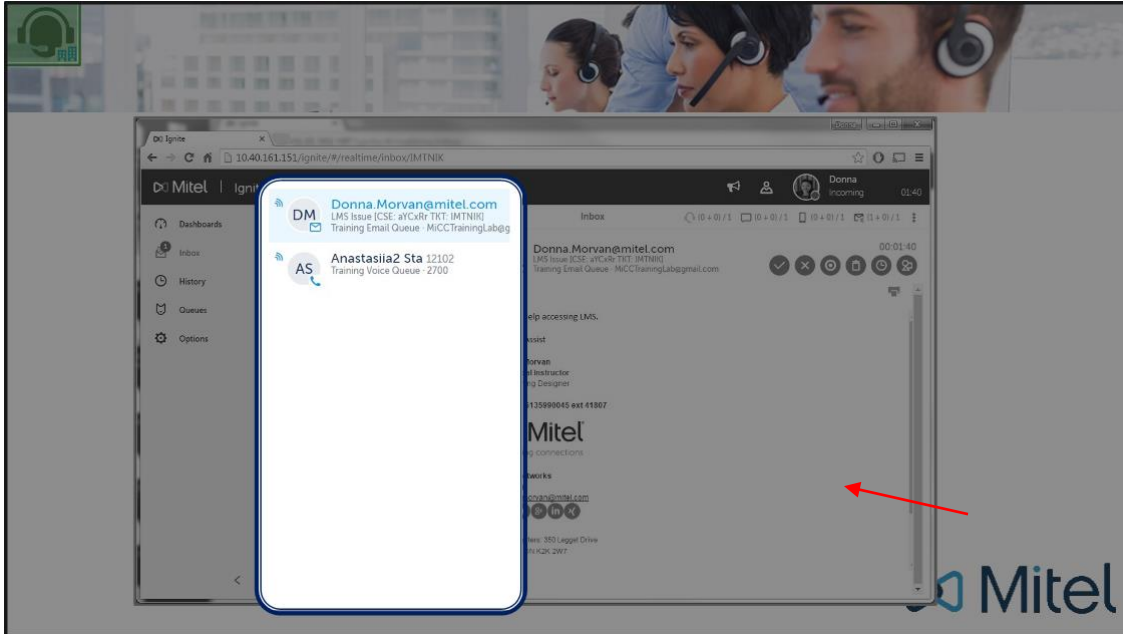
f. Expand/Collapse Navigation

Clicking on the arrow allows you to expand/collapse the Navigation pane.



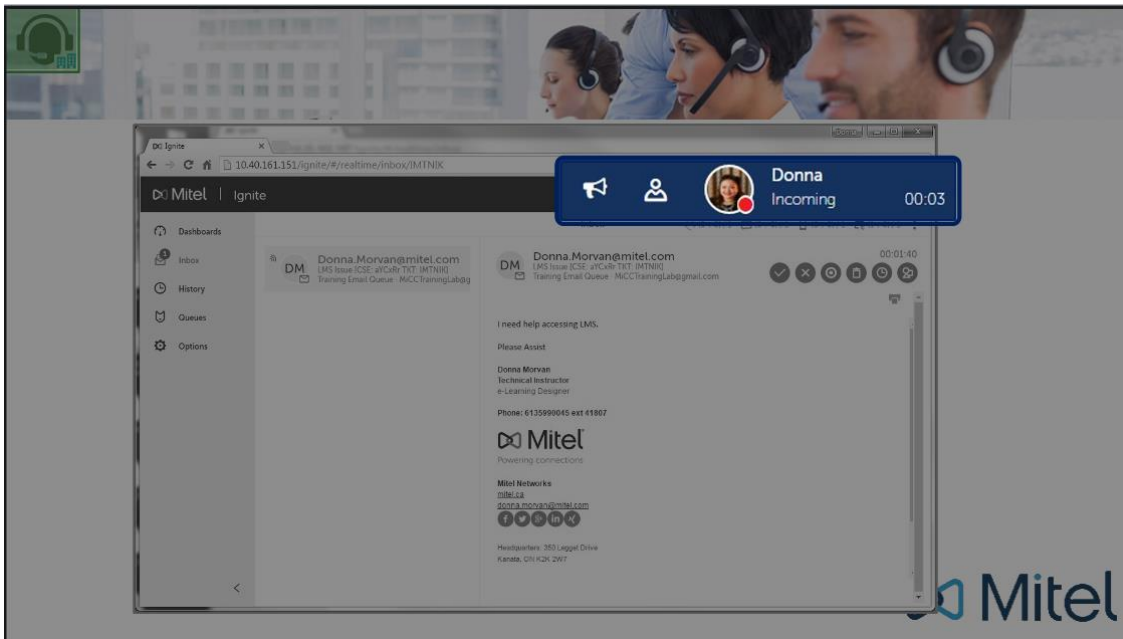
2. List Pane

Ignite's **List pane** displays the contents of folders selected in the Folders pane. It displays different contact details.

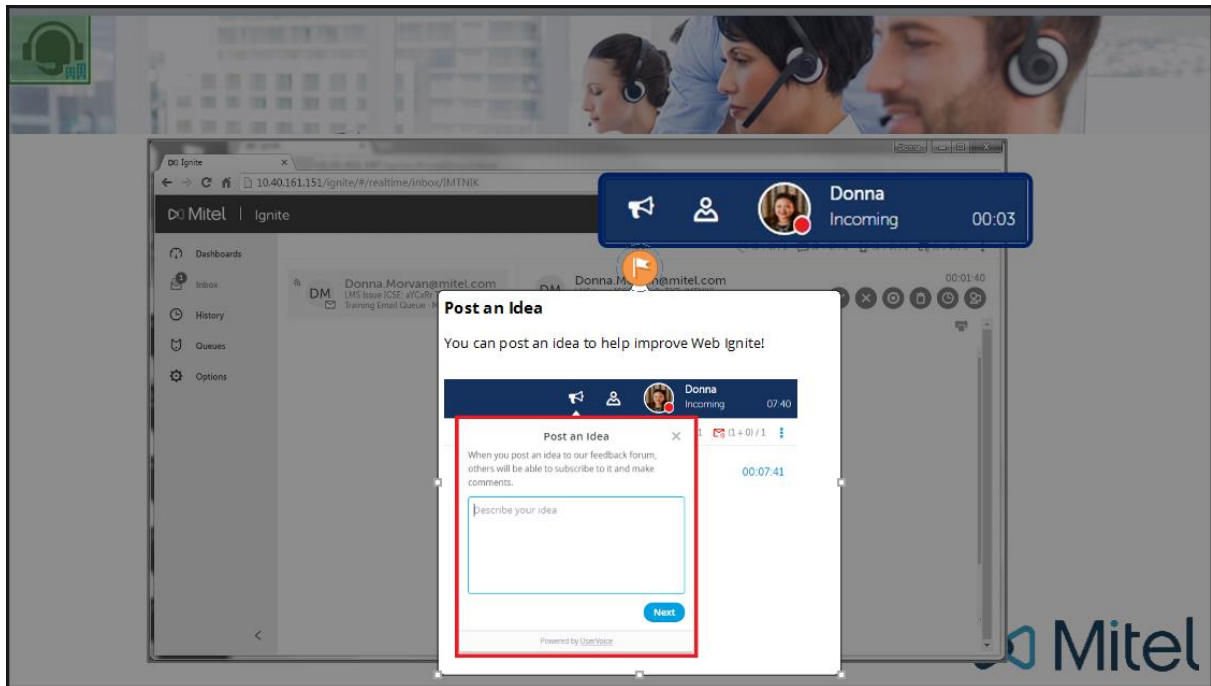


3. Status Bar

Status Bar Status Bar displays the employee's overriding state. It also contains other options including Posting a Feedback and Viewing Contacts.



a. Feedback



Mitel has partnered with UserVoice, a third-party service, to host customer suggestions on <https://micontactcenter.uservoice.com>. When you post an idea to our feedback forum, others will be able to subscribe to it and make comments.

Our forums enable you to send feedback directly to the people building the product. While we cannot comment on every suggestion, feedback is analyzed and considered for future releases.

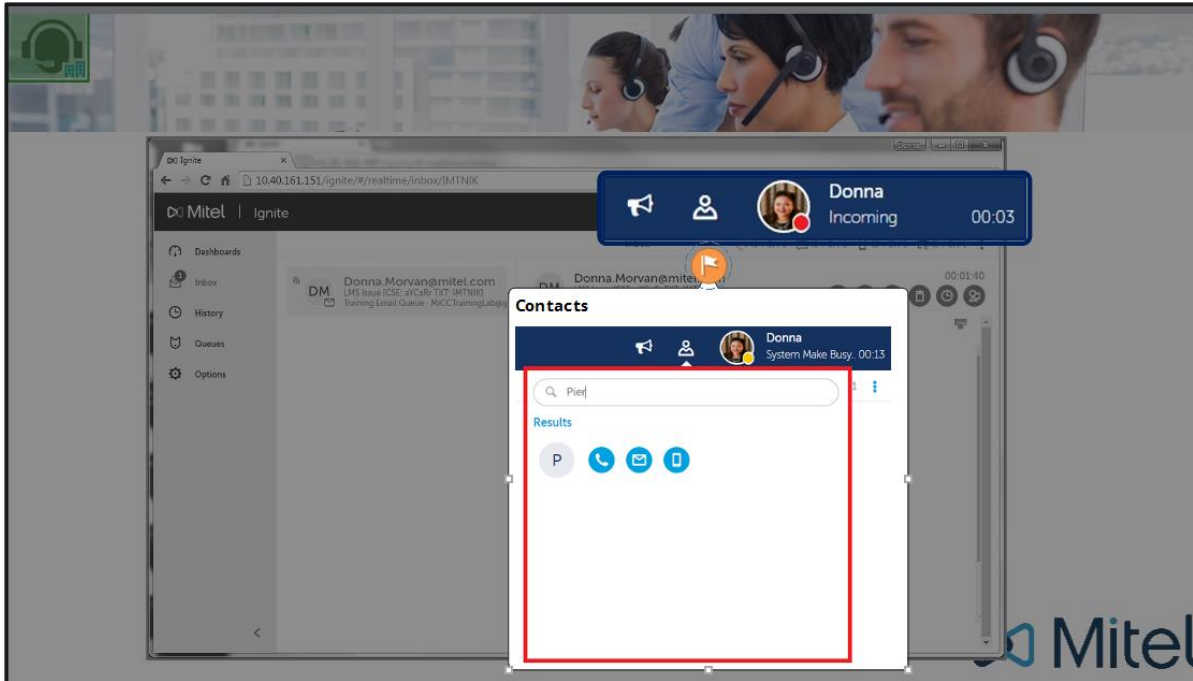


Note: Please do not use the forums to submit product defects. To submit product defects, please contact your administrator or dealer.

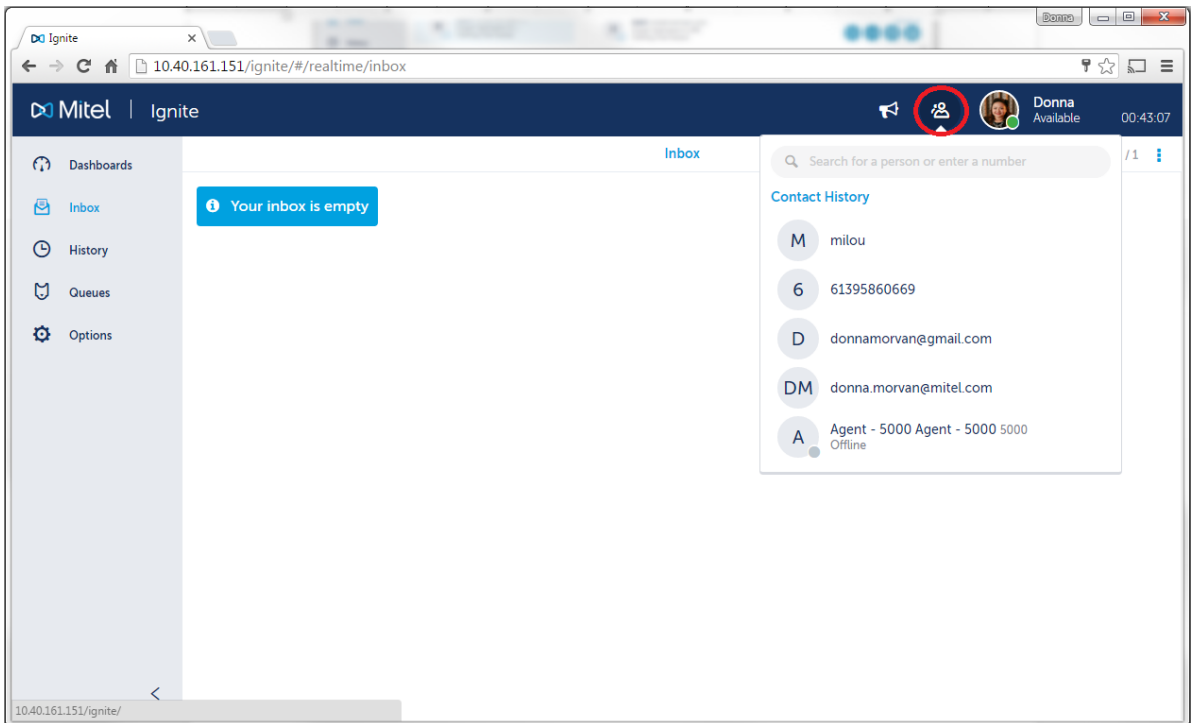
Feedback can also be submitted directly to Mitel without posting the suggestion on the forums. For more general feedback, you can also provide a rating of your experience with MiContact Center.

b. Contacts

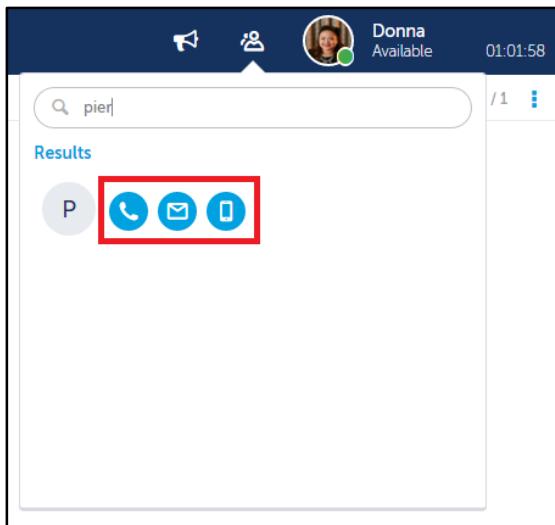
Under Contacts, one can view Contact History and also search for other contacts to initiate new sessions such as calls, emails, SMS, chats.



The **Contacts** button allows you to search for contacts, both contacts you have handled as well as fellow employees of your contact center, and contact them through voice, email, or SMS.

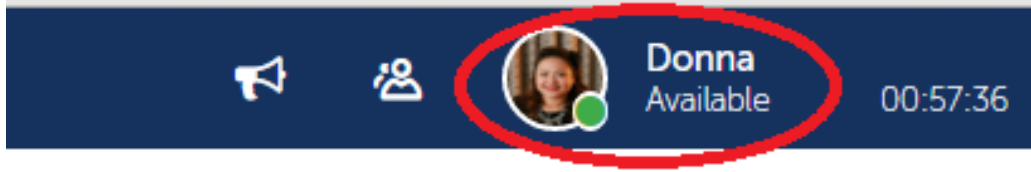


To search for a contact, type in the name and search results will show. If contacts being searched is a fellow employee, it will include the employee's current state. To make a call, send email, or SMS message, hover over the contact:



c. Avatar and Agent State

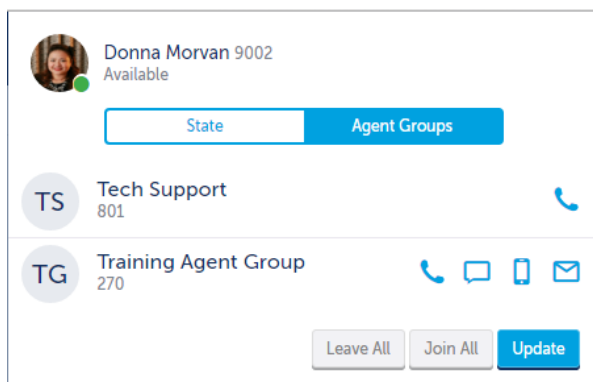
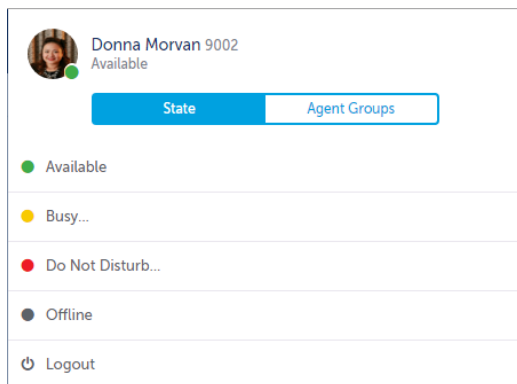
The avatar displays your agent avatar, your agent's first name, your current state, and how long you have been in that state.



The color of the circle over the avatar indicates your current presence.

- **Green**— Indicates an Available state
- **Red**— Indicates an ACD or Do Not Disturb state
- **Yellow** — Indicates a Make Busy or Work Timer state, or that the agent is logged in, but not present to any of their agent groups
- **Blue** — Indicates that the agent is in a non-ACD state
- **Gray** — Indicates the agent is logged out or otherwise unavailable

If you have been enabled to adjust your agent group presence and agent state, you can click your avatar to both view and change your agent group presence or agent state.



The agent state section of the Avatar displays the employee's overriding state, including:

- **Incoming**—Displays when an employee has contacts ringing in the Inbox
- **ACD**—Displays when an employee is handling ACD contacts

- **ACD Hold**— Displays when an employee has placed ACD contacts on hold
- **Non ACD**—Displays when an employee is handling non-ACD contacts
- **Non ACD Hold**—Displays when an employee has placed non-ACD contacts on hold or have been placed on hold during a Non ACD call
- **Outbound**—Displays when an employee has placed an outgoing call
- **Outbound Hold**—Displays when an employee has place an outgoing call on hold.
- **Work Timer**—Displays after an employee has handled a contact, provided none of an employee’s agents are in an ACD, non-ACD, or Outbound state
- **Do Not Disturb**—Displays when the employee is in a Do Not Disturb state
- **Busy**—Displays when an employee is in a Make Busy state
- **Away (Not Present)**—Displays when an employee is not present in any of their agent groups
- **Offline**—Displays when an employee is signed in, but their agents are logged out
- **Available**—Displays when an employee does not have inbound contacts in the Inbox

An **overriding state** is a state that supersedes other states. States higher in the list override the states appearing lower in the list.



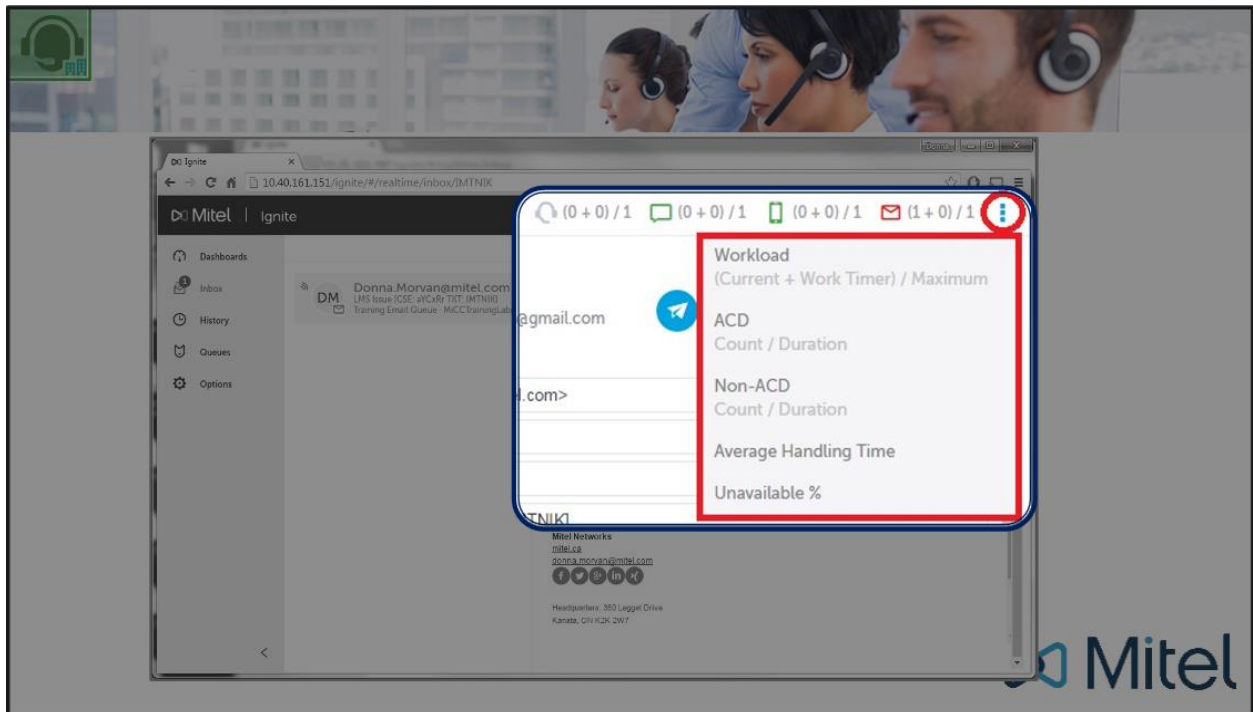
Note: All an employee’s agents are considered when the system calculates the overriding state.

The oldest length for a state supersedes other times for the same state if an agent is handling multiple contacts.

For example, if an employee had two emails in ACD, the displayed value in the status bar would be the time of the oldest email. When the oldest email is completed, the displayed value in the status bar would switch to the other emails

4. Agent Handling Statistics









































Agent Statistics show agent statistics for media types the agent is enabled to support.



The Inbox offers five different type of handling statistics:

- **Average Handling Time (mins)** – The average time the agent has taken to handle contacts of each media type
- **Workload (current + Work Timer / maximum)** -- Displays active conversations, and any Work Timer states, against the maximum number of contacts an agent can be pushed per media type, as defined by the agent's Workload. Note that Work Timer states count against Workload, and will affect whether agents are pushed contacts.
- **ACD (Count / Duration)** -- Displays the number of ACD contacts the agent has handled for a media type, and the time spent handling contacts of that media type.
- **Non-ACD (Count / Duration)** -- Displays the number of non-ACD contacts the agent has handled for a media type, and the time spent handling the contact.
- **Unavailable %** -- Displays the percentage of time the agent is unavailable during the shift, including Do Not Disturb, Make Busy, Unknown, and Work Timer states, and when the agent is logged in but not available to receive ACD contacts.

Agent States

STATE	VOICE	CHAT	EMAIL	SMS	DESCRIPTION
Ringing					An ACD contact ringing on an agent, waiting to be handled
ACD					An agent handling an ACD contact
ACD Hold					An agent who has placed an ACD contact on hold
Idle					An agent logged on and waiting to receive a contact
NON ACD		--	--	--	An agent involved in an incoming non-ACD contact or agent originated voice contact
Non ACD Hold		--	--	--	An agent who has placed a non-ACD voice contact on hold
Outbound		--	--	--	An agent on an outgoing voice contact
Outbound Hold		--	--	--	An agent who has placed an outgoing voice contact on hold
Do Not Disturb					An agent who has activated Do Not Disturb and is not available to receive any ACD or non-ACD voice contacts
Make Busy					An agent who is not available to receive ACD contacts but can receive transferred contacts and voice contacts dialed directly to the agent
Work Timer					An agent who is completing post contact work, such as paperwork, and is unavailable to receive contacts of that media type
Offline					An agent unavailable to handle contacts
Away (Not Present)					An agent whose presence is removed from an agent group or media type

5. Preview Pane

Preview pane serves a number of functions.

It is the location for printing email contacts and formatting replies. The Preview pane is also where agents access Account Codes to apply to contacts, and historical transcripts of communications by customer and, if configured on the server, case number.

Functions available in the Preview pane vary by a contact's media type.

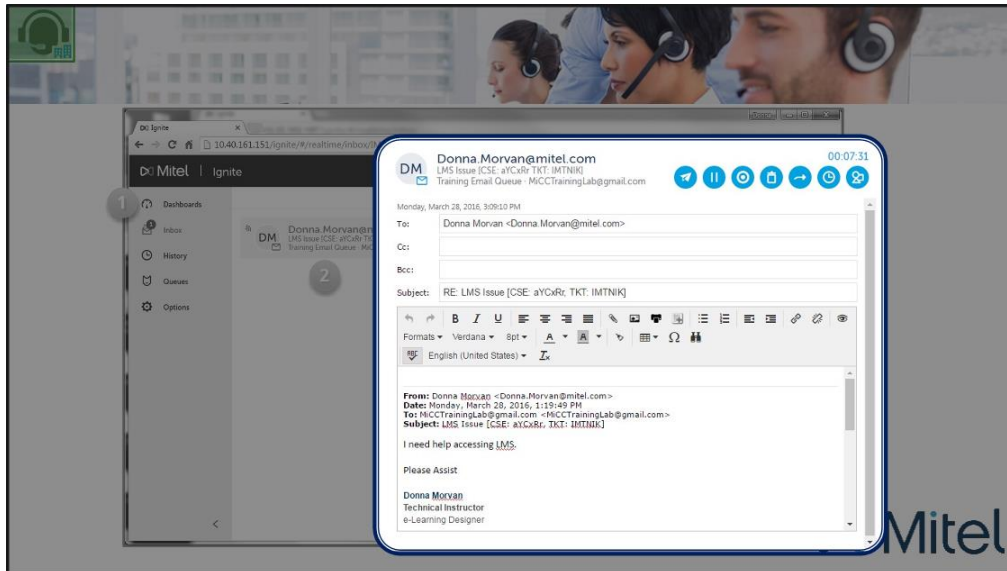
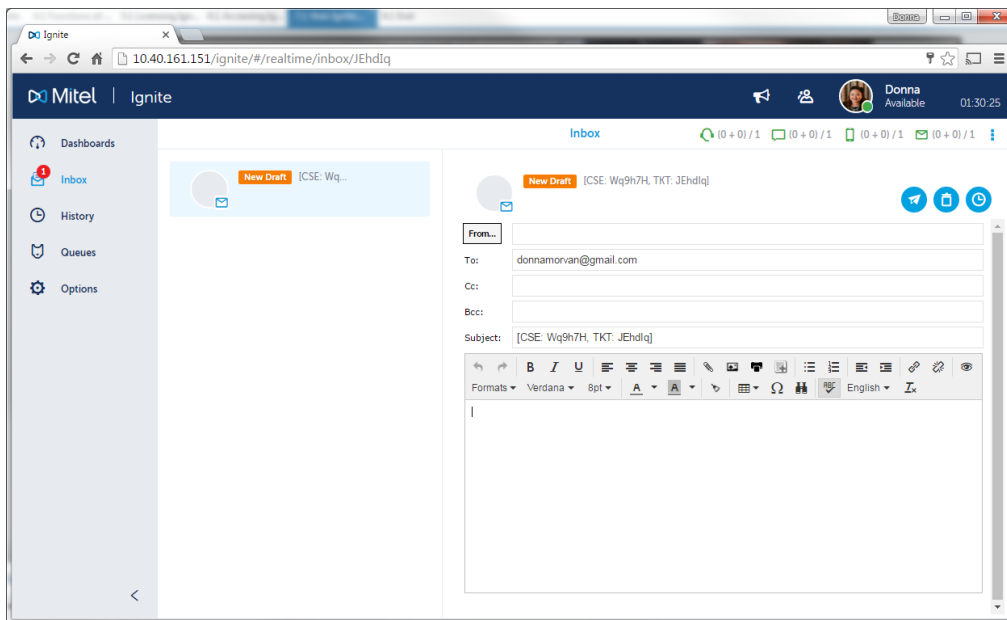
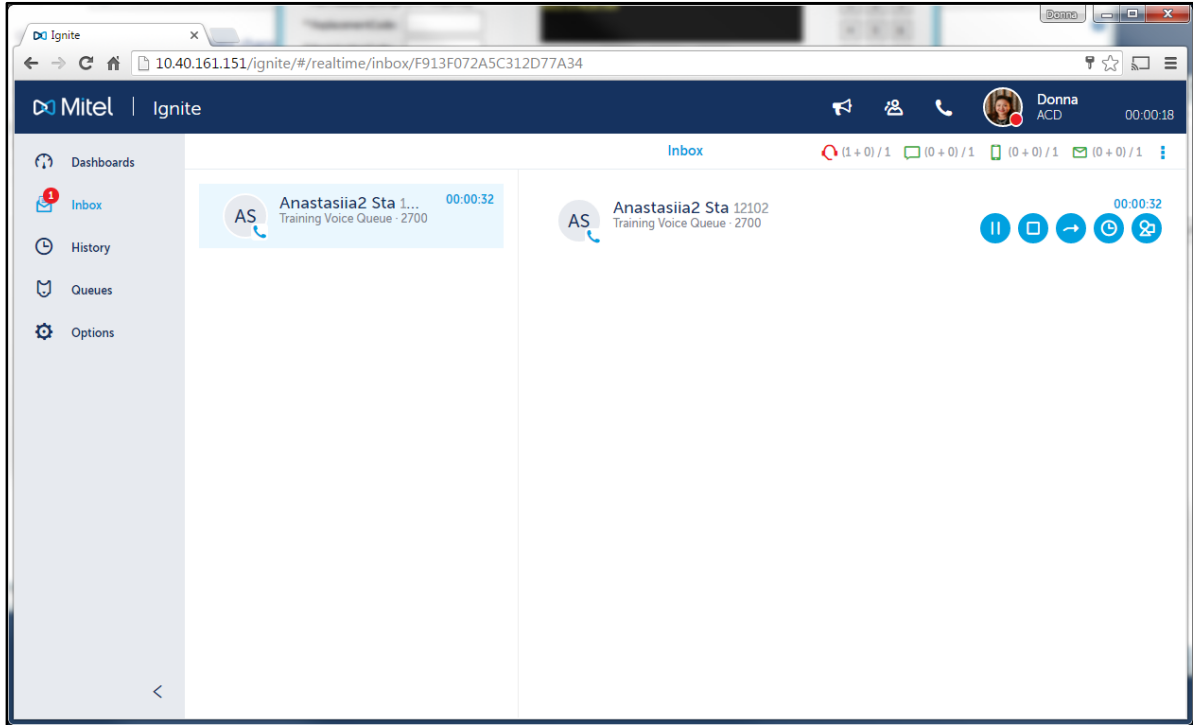


Figure above shows the Preview Pane displaying messages when handling email contacts.

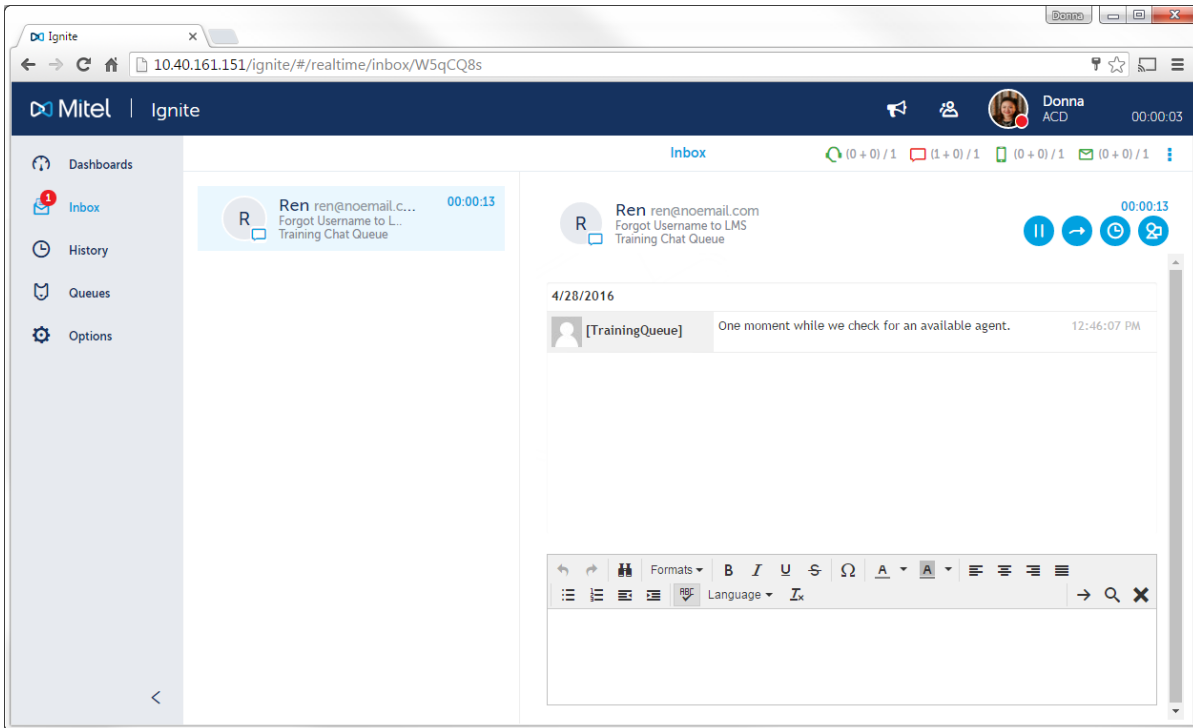


Preview Pane above displays the Email editor when sending new emails.

Preview Pane also displays Caller Information as seen in the following screenshot.



Preview Pane below displays the chat editor when handling Chat sessions.



Viewing and Searching for contacts in Ignite.

Agents can view, organize, and search for current contacts in Inbox and Queues. Agents can view and search for historical contacts in History.

In Inbox, agents can view contacts they are handling or are currently ringing them. For Queues, agents can view contacts sent to the queues for which the agents answer.

Employees licensed as Advanced supervisors or System Administrators may search all contacts in the History tab of Ignite. This search capability does not require the supervisor be licensed to handle multimedia.

1. Filtering historical contacts

There are six filters for contacts in History:

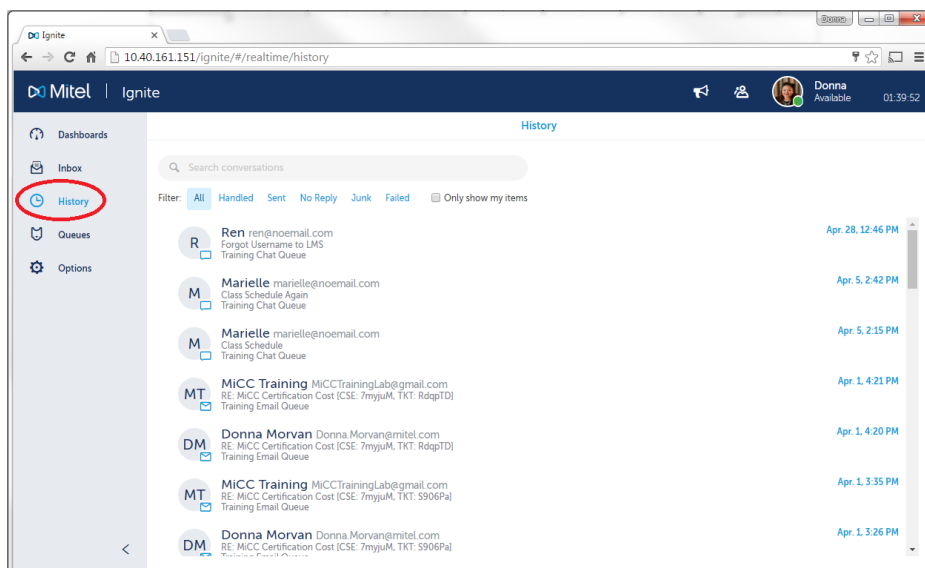
- **All**—all contacts
- **Handled**—all contacts to which the agent has replied or transferred from reply mode.
NOTE: For email, the Handled folder displays only the original, inbound emails.
- **Sent**—all outbound emails and SMS contacts and agent replies to email contacts
- **No Reply**—contains email and SMS contacts designated as needing no reply, such as out of office messages
- **Junk**—contains email and SMS contacts designated as Junk.
- **Failed**—contains email, chat, and SMS contacts that were unable to route.

Historical contacts can also be limited to only contacts you have handled or sent display, rather than all contacts for the queues you handle.

The contacts contained in each filter can be searched for more specific contacts.

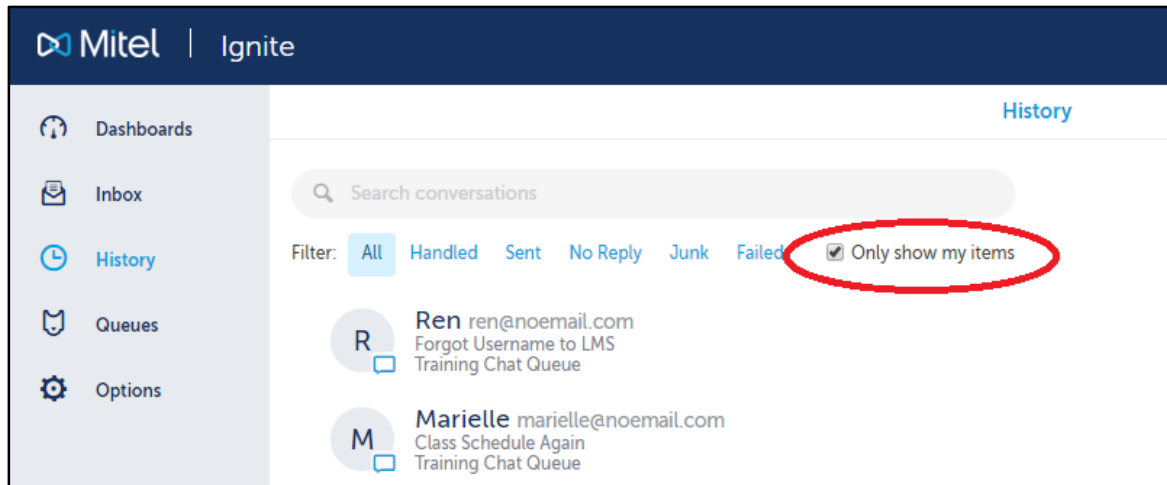
To filter historical contacts

Click **History > Filter**



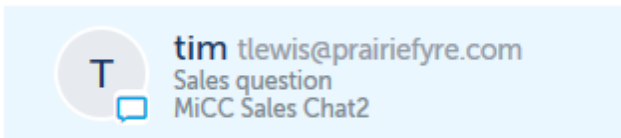
To limit displayed contacts to only your items

Click **History** > Select **Only show my items**.



2. Viewing Contacts in Inbox

Contacts in the Inbox provide you with relevant information for handling the contact.



If a contact is a draft, it will be labeled as such. When you select a contact in your Inbox, in addition to handling options, the handling time for the contact is displayed.



Accessing Real-Time Information with Ignite

New to Version 8.1, Web Ignite enables real-time monitoring of employees, agents, queues, and callback requests. The Web Ignite real-time monitors do not duplicate those available in Contact Center Client but, instead, offer a succinct set of the most essential statistics in the highly accessible online format of Web Ignite.

The following real-time monitors are available in Web Ignite:

- Employee State
- Agent State
- Queue Now
- Callback Requests

To access the real-time monitors in Ignite (WEB)

- a. In Web Ignite, click **Dashboards**.
- b. Click the down arrow and select the dashboard from the list that contains the monitor you want to display.



Note:

- Alarms are not supported for real-time monitors in Ignite (WEB).
- Access to real-time monitors is determined by administrator-set security roles.

Configuring Web Ignite Dashboards

Real-time monitoring of employees, agents, queues, and callback requests is available via the dashboards in Ignite (WEB). You can create multiple dashboards, customize the widgets that display in each, and give them meaningful names to indicate their purpose.



Note: The real-time monitors in Ignite (WEB) are known as ‘widgets’ in the dashboard user interface.

1. Adding and Configuring Dashboards

Upon first use of Ignite (WEB), a default dashboard is created, containing the Employee State widget only. You can rename this dashboard and include additional widgets to display.

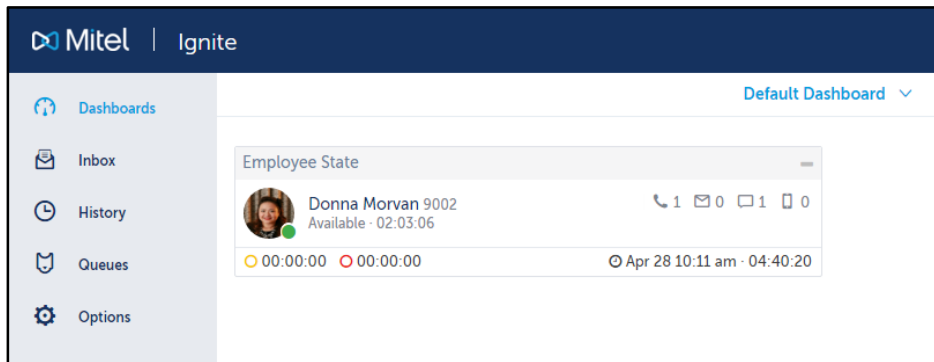
To access the dashboards

- a. In Ignite (WEB), click **Dashboards**.

- b. Click the down arrow to see a list of dashboards, with the number of widgets you have added for each one.

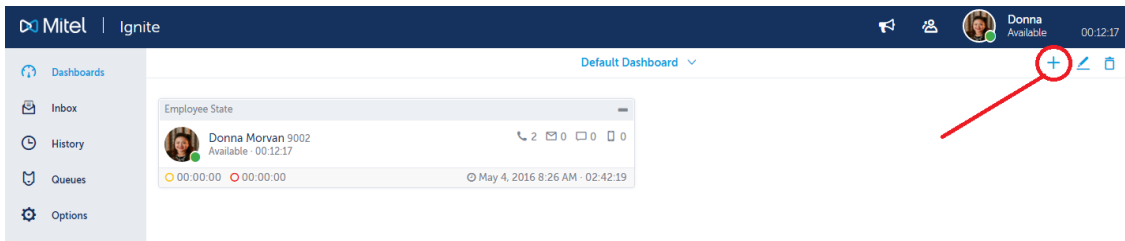
NOTE: If this is your first use of Ignite (WEB), only the Default Dashboard will display.

- c. Open a dashboard by selecting it from the list.



To create a new dashboard

- a. Click **Dashboards**.
- b. Click the **Add Dashboard** button.



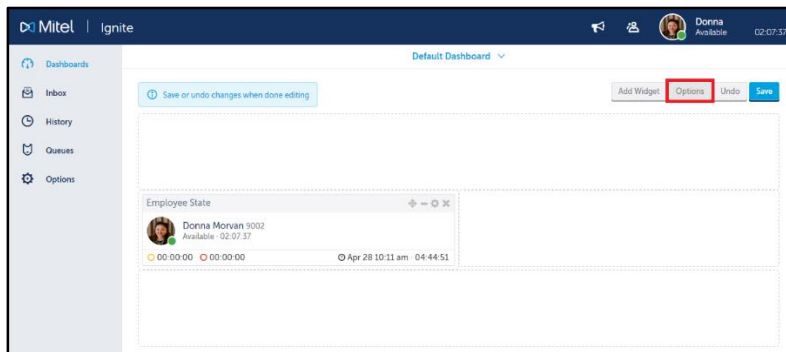
- c. Click **Save**.

To modify a dashboard's title and display format

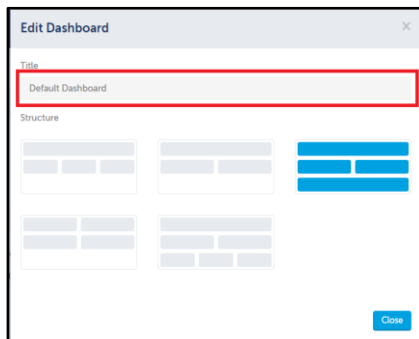
- a. In a dashboard, click the **Edit Dashboard** button.



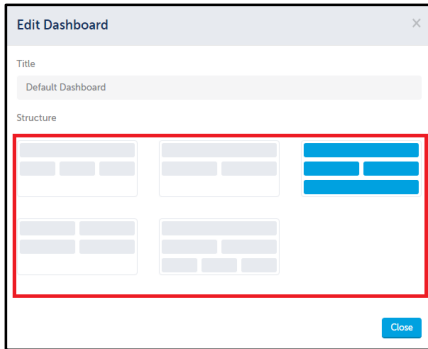
- b. Click **Options**.



- c. Optionally, rename the dashboard by entering text in the field under **Title**.



- d. Optionally, reorganize the template by selecting from the choices under **Structure**.



- e. Click **Close**.
- f. Optionally, click **Undo** to revert changes or click **Save** to accept changes.

To delete a dashboard

- a. In the dashboard you want to delete, click the **Delete Dashboard** button..

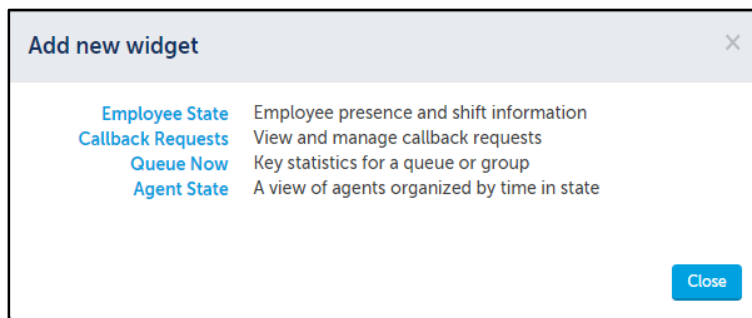


Note: The dashboard you want to delete must be one that was previously saved. If not, then you must save it first before deleting.

- b. Click Confirm to delete the dashboard or click Cancel to retain the dashboard.

2. Adding and Configuring Dashboard Widgets

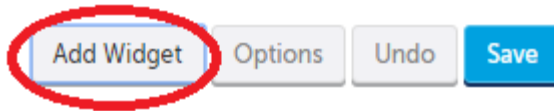
The following widgets can be added to dashboards:



- **Employee State** – displays employee presence and shift information
- **Callback Requests** – displays a list of callback requests
- **Queue Now** – displays queue and queue group statistics
- **Agent State** – displays agents organized by time spent in the following states: ACD, Idle, Non-ACD, Unavailable, Not Present, and Offline

To add widgets to a dashboard

- a. In a dashboard, click Add Widget.



- b. Select the widget you want to add to the dashboard.
- c. Repeat steps 2-3 to select additional widgets if desired.
- d. Click Save.
- e. If you want to add more widgets after saving, select the dashboard to which you want to add widgets and click the Edit Dashboard button.

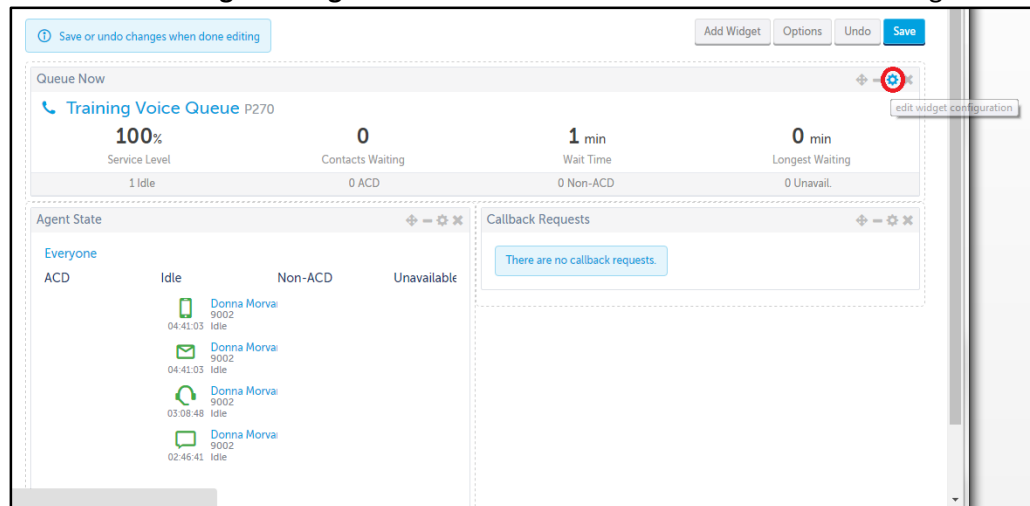
When a dashboard is in edit mode, you can edit the content within widgets, collapse widgets, change the widgets' location on the dashboard, or remove widgets from the dashboard.



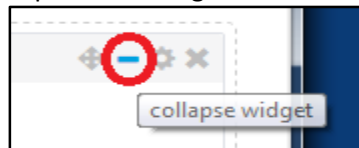
Note: You can collapse or expand the widget at any time (you do not have to be in edit mode).

To modify a widget (common procedures)

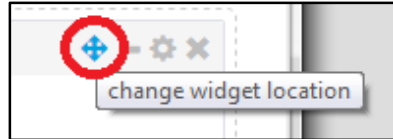
- a. In the dashboard, click the Edit Dashboard button.
- b. In the widget toolbar:
 - Click the **Edit Widget Configuration** button to edit the content within the widget



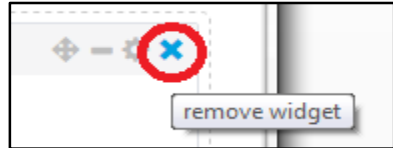
- Click the **Collapse Widget** button to collapse the widget or the Expand Widget button to expand the widget.



- Select the **Change Widget Location** button to drag and drop the widget to a different position on the dashboard.



- Click the **Remove Widget** button to remove the widget from the dashboard.



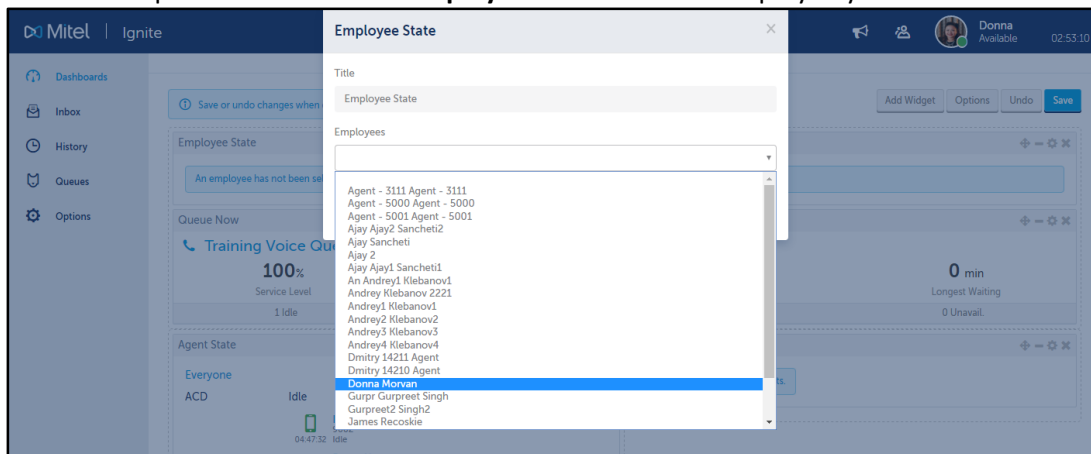
- If you edited the content within the widget, click **Apply**.
- Click **Save** to save the changes to the dashboard or **Undo** to revert the change to the dashboard.

3. Configuring Options in the Employee State Widget

When you configure options in the Employee State widget, you optionally change the name of the monitor and add an employee to be monitored.

To configure options in the Employee State widget

- In the **dashboard**, click the **Edit Dashboard** button.
- In the **Employee State** widget, click the **Edit Widget Configuration** button.
- Optionally, under **Title**, type a new name for the monitor.
- Click the drop-down arrow under **Employees** and select the employee you want to monitor.



- Click **Apply**.
- Click **Save** to save the change to the dashboard or **Undo** to revert the change to the dashboard.

4. Configuring Options in the Callback Requests Widget

The only option available to be configured in the Callback Requests widget is to rename the monitor.

To rename the Callback Requests widget

- In the **dashboard**, click the **Edit Dashboard** button.
- In the **Callback Requests** widget, click the **Edit Widget Configuration** button.
- Under **Title**, type a new name for the monitor.
- Click **Apply**.

- e. Click **Save** to save the change to the dashboard or **Undo** to revert the change to the dashboard.

5. [Configuring Options in the Queue Now Widget](#)

When you configure options in the Queue Now widget, you optionally change the name of the monitor and add queues or queue groups to be monitored.

To configure options in the Queue Now widget

- a. In the **dashboard**, click the **Edit Dashboard** button.
- b. In the **Queue Now** widget, click the **Edit Widget Configuration** button.
- c. Optionally, under **Title**, type a new name for the monitor.
- d. Click the **drop-down** beside **Queue** and select either **Queue** or **Queue Group**.

ID	Name	Media Type	
<input type="checkbox"/>	500	Training Email Queue	Email
<input type="checkbox"/>	P800	Training Tech Suppor	Voice
<input type="checkbox"/>	510	Training SMS Queue	Sms
<input type="checkbox"/>	505	Training Chat Queue	Chat
<input checked="" type="checkbox"/>	P270	Training Voice Queue	Voice

- e. Optionally, enter text into the Search field to search for queues or queue groups.
- f. Select the check box beside each queue or queue group you want to monitor, or select the check box beside ID to select all queues or queue groups.
- g. Click **Apply**.
- h. Click **Save** to save the change to the dashboard or **Undo** to revert the change to the dashboard.

6. [Configuring Options in the Agent State Widget](#)

When you configure options in the Agent State monitor, you optionally change the name of the monitor and add agents to be monitored.

To configure options in the Agent State monitor

- a. In the **dashboard**, click the **Edit Dashboard** button.
- b. In the **Agent State** widget, click the **Edit Widget Configuration** button.
- c. Optionally, under **Title**, type a new name for the monitor.
- d. Optionally, type content into the Search text box to filter the agents that display in the list.
- e. Select the check box beside each agent you want to monitor, or select the check box beside each media icon to select all agents who are configured to handle that media type.

The screenshot shows a dialog box titled "Agent State" with a close button (X) in the top right corner. Below the title bar, there is a "Title" field containing the text "Agent State". Below the title field is a search bar with a magnifying glass icon and the text "Donna M|". Below the search bar is a table with columns for "Name" and five contact methods: Phone, Email, Chat, and Mobile. The "Name" column contains the text "Donna Morvan". Each contact method column has a checked checkbox. At the bottom right of the dialog, there are two buttons: "Cancel" and "Apply".

- f. Click **Apply**.
- g. Click **Save** to save the change to the dashboard or **Undo** to revert the change to the dashboard.

Managing your Web Ignite Profile

Ignite provides each user with a profile, associated to the username used to log into Ignite. You can adjust several of the profile's default settings to customize your Ignite experience.

Ignite remembers your changes to the following elements:

- Contact history
- Favorited queues
- Dashboard
- Default landing page
- Phone settings, including Extension, PIN, and automatic login to your phone
- Automated diagnostics reporting

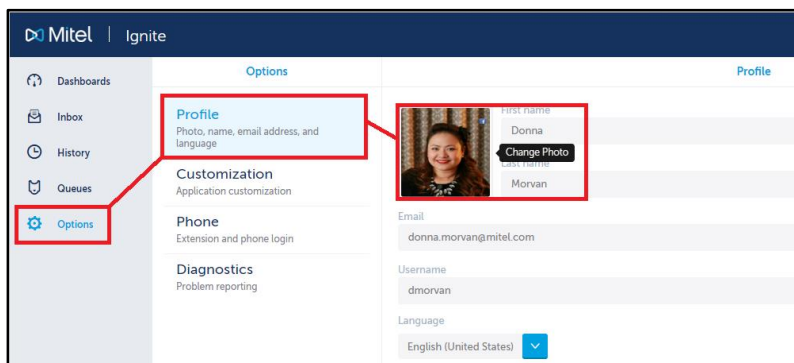
You cannot delete your profile, however you can reset the above to Ignite's default settings.

The following procedures explain how to:

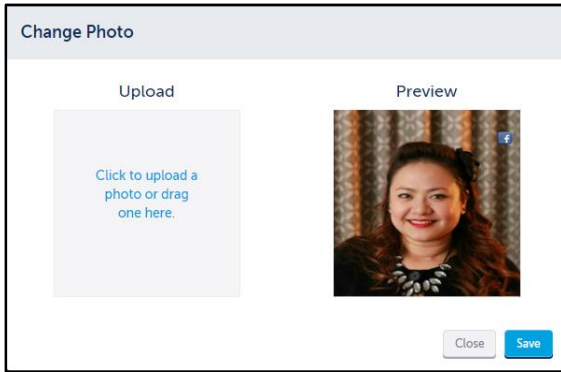
- Set an avatar image
- Specify your language preference
- Set Ignite's default landing page
- Configure phone settings, including Extension, PIN, and automatic log-in to the phone
- Enable automated diagnostics reporting from Ignite
- Reset your profile to Ignite's default settings

To set an avatar image

- Click **Options=>Profile**.
- Click **Change Photo**.



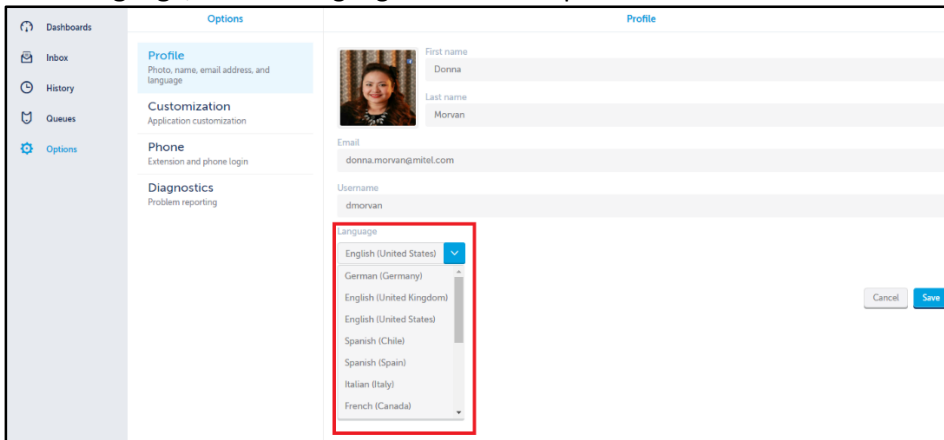
- Under Upload, click to upload a photo or drag-and-drop a photo to the space provided.



- d. Click **Save**.

To specify your language preference

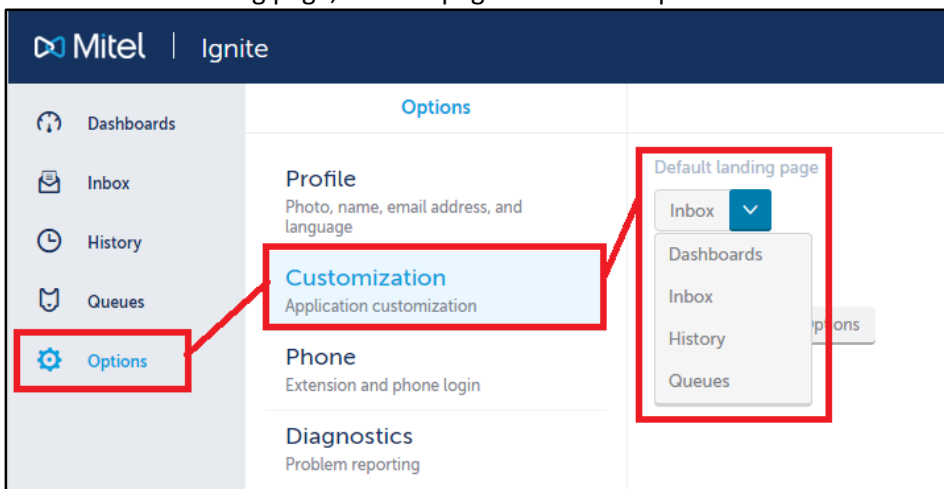
- a. Click **Options=>Profile**.
- b. After **Language**, select a language from the drop-down.



- c. Click **Save**.

To set Ignite's default landing page

- a. Click **Options=>Customization**.
- b. Under Default landing page, select a page from the drop-down.



- c. Click **Save**.

To configure phone settings

Note: These settings enable login to your phone from Ignite. This feature is supported for hot desk and external hot desk agents only.

- Click **Options=>Phone**.
- Specify your **Extension** and, if applicable, **PIN**.
- To be logged into your phone after making yourself Available, select the **Automatic login** checkbox.

The screenshot shows the Mitel Ignite interface. On the left sidebar, 'Options' is highlighted with a red box. In the main content area, under the 'Options' tab, the 'Phone' sub-tab is also highlighted with a red box. The 'Phone' settings page is displayed, showing a form with the following fields: 'Which extension are you using to accept voice calls for user 9002?' with the value '9102', a 'PIN' field, and a checked 'Automatic login' checkbox. Below the checkbox, it says 'You will be automatically logged into your phone when setting yourself to Available'. There are 'Cancel' and 'Save' buttons at the bottom right.

- Click **Save**.

The next time you sign into Ignite and set your state to Available, you will be logged into your phone.

To enable automated diagnostics reporting from Ignite

Note: You can send on-demand reports in addition to automated reporting.

- Click **Options=>Diagnostics**.

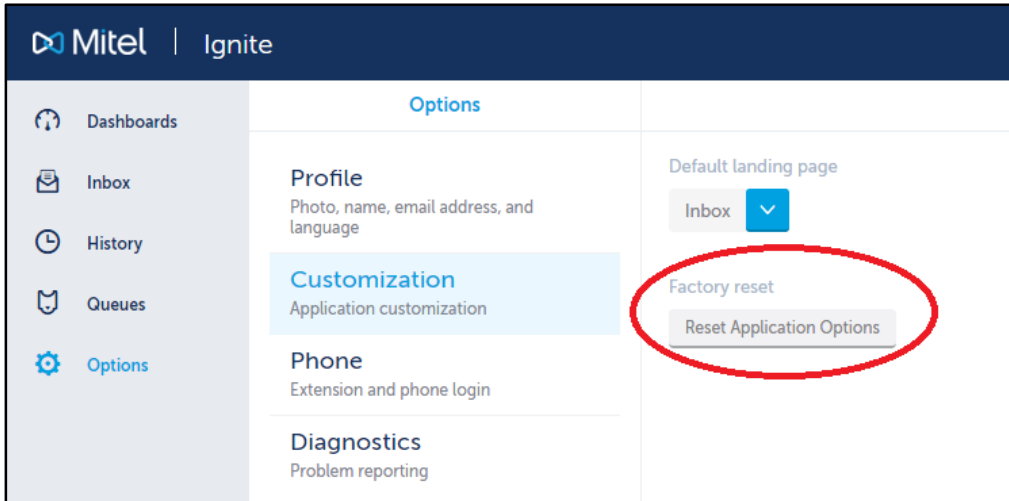
The screenshot shows the Mitel Ignite interface. On the left sidebar, 'Options' is highlighted with a red box. In the main content area, under the 'Options' tab, the 'Diagnostics' sub-tab is highlighted with a red box. The 'Diagnostics' settings page is displayed, showing a form with the following fields: 'Please describe the problem and steps to reproduce.' with an 'Issue description' text area, a 'Send' button, and a 'Continuously send diagnostics information' toggle switch which is currently turned on (blue).

- Under **Continuously send diagnostics information**, toggle the switch to blue.

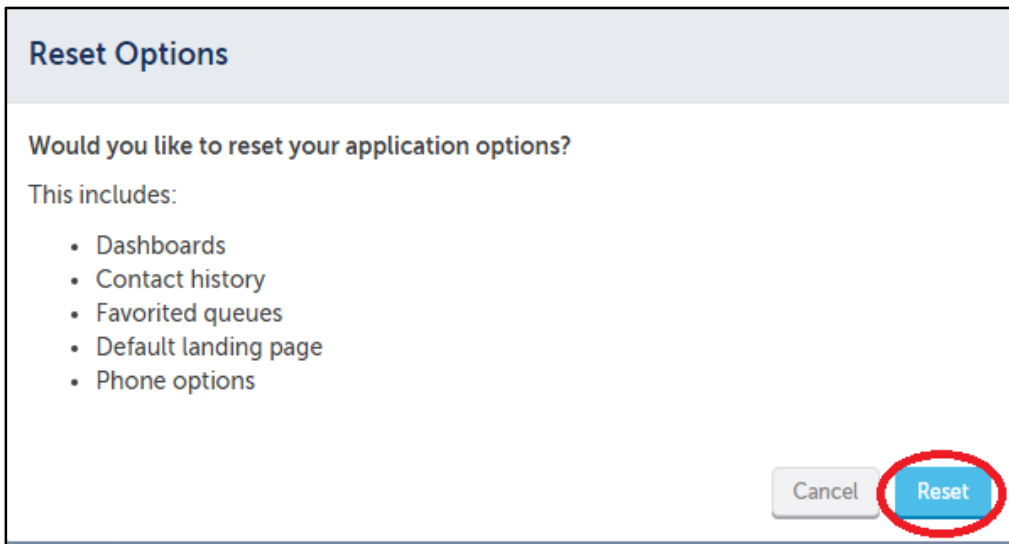
A close-up of the toggle switch for 'Continuously send diagnostics information'. The text 'Continuously send diagnostics information' is displayed above the switch. The switch itself is a blue slider that is currently moved to the right, indicating it is turned on.

To reset your profile to Ignite's default settings

- a. Click **Options=>Customization**.
- b. Under **Factory reset**, click **Reset Application Options**.



- c. When prompted, click **Reset**.



Monitoring Employee State in Web Ignite

The Employee State monitor available in Ignite (WEB) enables you to view activity and, if enabled for Interactive Contact Center, adjust presence for individual employees in your contact center.

You can view the following real-time employee information:

- Employee name, reporting number, and avatar
- ACD availability and state (with colored state icon)
- Busy duration for the day
- Do Not Disturb duration for the day
- Number of contacts handled for the day (voice, email, chat, SMS, as applicable)
- Date/Time of first login
- Total shift duration



Note: Only one employee at a time can display in the Employee State monitor but you can optionally add several employee monitors to a dashboard to access information for multiple employees.

Monitoring Agent State in Web Ignite

The **Agent State** monitor available in Web Ignite enables you to view the real-time state of agents in your contact center and, if enabled for Interactive Contact Center, adjust agent presence.

Each column lists agents in order of time in state, with the longest in state at the top. For example, the agent at the top of the Idle column is the next longest idle agent and should receive the next inbound contact.

Statistics Description	
ACD	Includes agents in ACD and ACD Hold
Idle	Includes agents who are available for ACD but currently not handling any contacts
Non ACD	Includes agents in Non ACD, Non ACD Hold, Outbound, and Outbound Hold
Unavailable	Includes agents in Do Not Disturb, Busy, Work Timer, and Reseize Timer
Not Present	Includes agents who are logged in as an agent but not present to any agent groups
Offline	Includes agents who are logged in as an ACD agent

The Agent State monitor in Ignite (WEB) is accessible from your Web Ignite Dashboard.

Monitoring Queues in Web Ignite

The **Queue Now** monitor available in Web Ignite enables supervisors to view queue or queue group statistics and a summary of current agent states for each queue or queue group in real time. Queue statistics include Offered, Service Level %, Contacts Waiting, Requeued, and Longest Waiting. Handled, Interflowed, and Abandoned counts can also be accessed by hovering over 'Offered' for each queue or queue group.

Statistics Description	
Offered	the total number of contacts offered to the queue or queue group
Service Level %	for a queue, this is the percentage of contacts handled within the queue's Service Level Time value over the day for a queue group, this is the lowest percentage of contacts handled within the queue's Service Level Time value over the day across all queues
Contacts Waiting	the current number of contacts in queue waiting for a member to become available, including those listening to silence, music, or recorded announcements
Requeued	the total number of ACD contacts requeued NOTE: This statistic displays information for ACD paths only. Statistics for Ring Groups display as '0'
Longest Waiting	the current duration, in minutes and seconds, of the contact waiting the longest in queue or queue group
Handled	the total number of ACD contacts handled by members
Interflowed	the total number of ACD contacts interflowed interflow is a mechanism that directs a contact waiting in queue to another answer point NOTE: If a contact waiting in queue is redirected before the queue's short abandoned time has elapsed, the queue is pegged with a Queue Unavailable count rather than an interflowed count. In order for the Interflowed peg to occur, the redirection must occur after the short abandoned time has elapsed
Abandoned	the total number of contacts abandoned before being answered by members NOTE: Abandoned does not peg short abandons as abandoned contacts in the Queue Now monitor. The Abandoned column in the Interactive Visual Queue monitor displays all abandoned contacts. Because of this difference, you may notice discrepancies between the abandoned call information in these two monitors

The current number of agents, by state, also displays for each queue or queue group for the following agent states:

Idle: includes agents who are available for ACD but not currently handling any contacts

ACD: includes agents in ACD and ACD Hold

Non-ACD: includes agents in Non ACD, Non ACD Hold, Outbound, and Outbound Hold

Unavailable: includes agents in Do Not Disturb, Busy, and Work Timer

The Queue Now monitor in Ignite (WEB) is accessible from your Web Ignite Dashboard.

Viewing and Managing Callbacks in Web Ignite

When licensed for IVR, the Callback Requests monitor, available in Ignite (WEB), enables you to interact with callbacks and monitor their state in real time.

The Callback Requests monitor enables users to requeue, reject, and delete callbacks from within the monitor. Requeued callbacks are re-entered into their queue. Rejected callbacks are removed from the queue and will not be offered to employees. Deleted callbacks are removed from the monitor, but are not removed from the system.

To requeue, reject, or delete a callback

- In the row of the call you want to interact with, in the Actions column, left-click either Requeue, Reject, or Delete.

The following table lists and describes the statistics available in the Callback Requests monitor.

Statistics Description	
Name	The name of the caller
Number	The phone number provided by the caller
Status	The status of the callback
Offer At	The specific time the callback will be executed
Received	The specific time the caller submitted the callback request
Preferred Time	The time the caller is available to receive the callback (if the caller does not enter a preferred time, this column will be blank)
Destination	The queue, agent, and extension for which the callback is intended
# of Attempts	The number of times the callback has been attempted
Last Attempted	The specific time the last callback attempt to the caller was made
Actions	Within this column, you can choose the requeue, reject, or delete a callback

The Callback Requests monitor in Web Ignite is accessible from your Web Ignite Dashboard.

Managing your Availability in Web Ignite

Agent groups are responsible for answering contacts routed to queues. Individual agents are assigned to these agent groups. When an agent is present in an agent group, they can be offered contacts in their Inbox, pick contacts out of queue, and be sent contacts from a supervisor. When an agent is absent from an agent group, they cannot handle contacts for the queue.



Note: Agents may only make themselves present to and absent from agent groups if they have the appropriate permissions. This is an administrative configuration and is not controlled by the agent.

1. [Viewing Agent Group Presence in Ignite](#)

If agents have the required permissions, they can make themselves present to, or absent from, agent groups. Adjusting Agent Group Presence enables agents to make themselves available or unavailable for contacts of different media types.

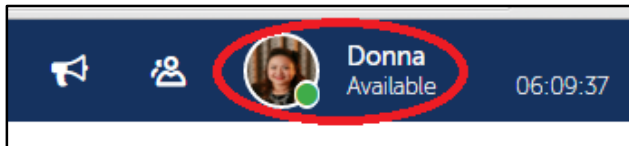
For example, an agent belongs to the Sales (voice and chat) and the Training (email) agent groups. This agent makes herself available to answer only email contacts by becoming absent from the Sales group.

Agents can also make themselves available or unavailable to answer contacts of specific media types. For example, the agent makes herself available to answer only Sales voice contacts by becoming absent from chat in the Sales agent group.

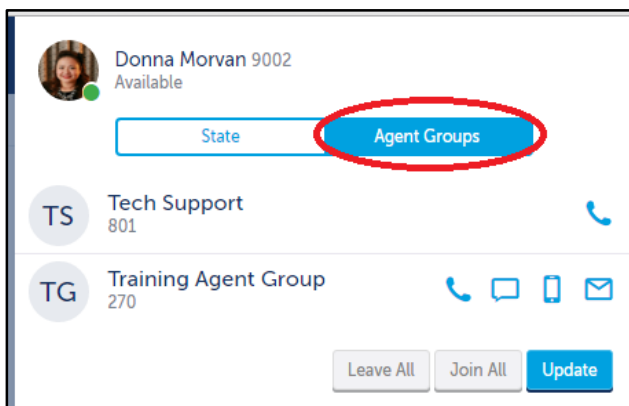


Note: Agents may be made automatically present to their agent groups upon logging into Ignite, with multimedia contacts routing as soon as the login is complete. This is an administrative configuration and is not controlled by the agent. However, without this administrative configuration, agents must make themselves present to agent groups in order to be offered contacts.

To manage your presence to the Agent Group, click on the **Avatar** on the header as shown on the following screenshot:



Under the **Agent Groups** tab, it will display all the Agent Groups that the agent is a member of.



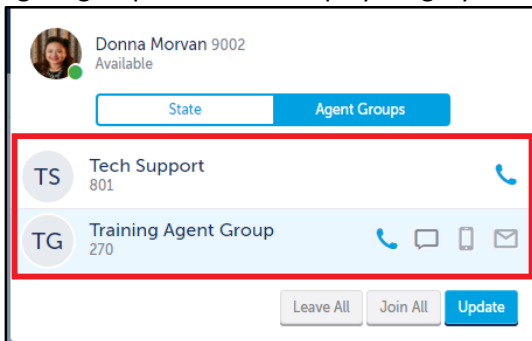
The following procedures explain how to:

- Become present to an agent group
- Become absent from an agent group
- Become either present to or absent from all agent groups

- Become available or unavailable to answer contacts of a specific media type
- Apply default Agent Group Presence settings

To become present/absent to/from an agent group

- Click your **avatar** and select **Agent Groups**.
- To become available to answer contacts of a specific media type, click the media icon in the agent group so the icon displays in blue.
- To become unavailable to answer contacts of a specific media type, click the media icon in the agent group so the icon displays in grey.



- Click **Update**.

To become either present to or absent from all agent groups

- Click your **avatar** and select **Agent Groups**.
- To become present to all agent groups, click **Join All=>Update**.
- To become absent from all agent groups, click **Leave All=>Update**.

You become present to all agent groups and media types within the group.

- To become absent from all agent groups, click **Clear All**.
- Click **Apply**.
- You become absent from all agent groups and media types within the group.

2. Adjusting agent states in Ignite

Agents can adjust their states to make themselves available or unavailable to receive ACD contacts without logging out of the application.

Agents can set the following states in Ignite:

- **Available:** Agents are logged into Ignite and their ACD agents are available to receive ACD contacts.
- **Offline:** Agents are logged into Ignite and can peruse the contact repository, but their ACD agents are offline and cannot receive ACD contacts.

NOTE: Time in Offline does not count towards shift duration.

- **Busy:** Agents are logged into Ignite and cannot receive ACD contacts but can receive direct transfers.

- **Do Not Disturb:** Agents are logged into Ignite and cannot receive ACD contacts and Non ACD contacts, similar to being absent to the Agent Group.

To adjust your agent state

- Click your avatar and select State.
- Select a state

3. Setting and Removing Make Busy in Ignite

When agents must become temporarily unavailable for inbound multimedia contacts, they can put themselves into Make Busy (MKB) and choose a code indicating why they are unavailable. MKB is used, for example, when agents take breaks or go on lunch. Ignite's Status bar indicates when agents are in MKB. Setting MKB for one agent capability applies a MKB status across all of the employee's media capabilities.

Inbound multimedia contacts are not routed to the agent's extension or Inbox; however, agents in MKB can receive transferred contacts. Note also that, while in MKB, voice agents are able to receive non-ACD voice contacts without being removed from MKB and can pick contacts waiting in queue.

Agents can enter MKB while handling contacts to ensure that, once they are finished, they are not offered another. However, existing chat and voice contacts continue until one of the parties ends the conversation.

Agents also enter Make Busy when they decline a contact, fail to answer a ringing contact within the allotted time, and place an item on hold for longer than is permitted. In each instance, the contact is requeued as the longest waiting. The agent is automatically put into MKB across all media capabilities, and a System Make Busy is registered for the employee. For information on the time allotted to answer a ringing contact and the duration for which contacts can be on hold, contact your supervisor or system administrator.



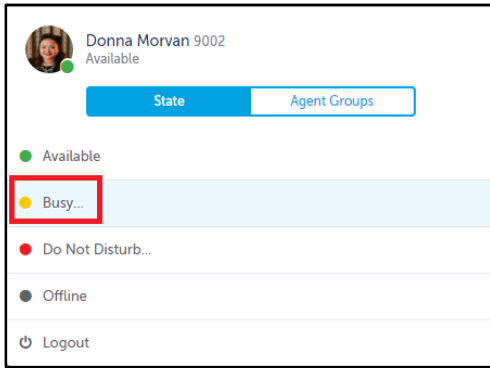
Note: When picking and handling contacts from MKB, agents enter an overriding ACD state. After the contact is handled, the agent returns to MKB.

The following procedures explain how to:

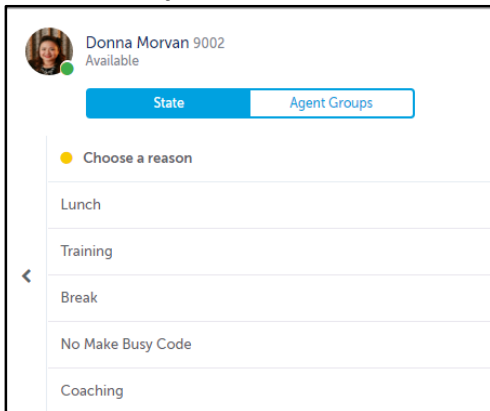
- Set MKB and change MKB codes
- Remove MKB
- Change to a Do Not Disturb (DND) state while in MKB

To set Busy and change Busy codes (WEB)

- Click your **avatar**.
- Click **State=>Busy....**



c. Choose a **Busy code**.



Note: Agents cannot program MKB/Busy codes and can only select from the list provided.

To change a Busy code assigned to you, follow steps a and b.

To remove MKB



Note: Agents must remove MKB to become available to receive inbound multimedia contacts and internal voice contacts.

To remove Busy

1. Click your **avatar**.
2. Click **State** and **select a different state**.

To change to a DND state while in MKB

Note: DND and Busy/MKB states layer. If an agent in Busy/MKB changes their state to DND, the agent will remain in Busy/MKB once DND is removed. This prevents agents from receiving contacts when switching states between Busy/MKB and DND.

To change to a DND state while in Busy (WEB)

- a. Click your **avatar**.
- b. Click **State => Do Not Disturb....**



- c. Select a **DND reason code**.
- d. To remove DND and revert to Busy, click your agent name and select **State=>Busy ...** .



Note: Agents cannot program DND codes but can only select from the list provided.

4. Setting and Removing Do Not Disturb in Ignite

When agents must become temporarily unavailable for receiving inbound multimedia contacts and internal voice contacts, they can put themselves into Do Not Disturb (DND) and choose a code indicating why they are unavailable. Ignite's Status bar indicates when agents are in DND.

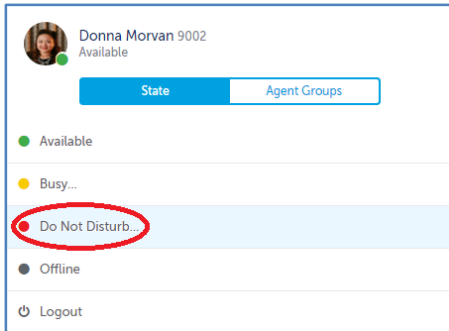
Setting DND for one agent capability applies a DND status across all of the employee's multimedia capabilities. While in DND, agents cannot receive inbound multimedia contacts or internal voice contacts, including transfers. However, Agents in DND can receive external voice contacts, and existing chat and inbound/internal voice contacts continue until one of the parties ends the conversation.

The following procedures explain how to

- Set DND and change DND codes
- Remove DND
- Change to a Make Busy (MKB) state while in DND

To set DND and change DND codes (WEB)

- a. Click your **avatar**.
- b. Click **State=>Do Not Disturb**



- c. Choose a **DND code**.



Note: Agents cannot program DND codes but can only select from the list provided.

3. To change a DND code, follow steps 1 and 2.

To remove DND



Note: Agents must remove DND to become available to receive inbound multimedia contacts or internal voice contacts

- Click your **avatar**.
- Click **State** and choose a different state.

To change to a Busy state while in DND



Note: If an agent changes their DND state to MKB, the agent remains in DND until this state is removed.

- Click your **avatar**.
- Click **State** and choose **Busy...**
- Choose a **Busy code**.

5. [Work Timer](#)



Note: When agents are in Work Timer, contacts remain in the Inbox until Work Timer is removed.

Contacts in Work Timer are marked with yellow and a clock icon.

If administrative configurations permit, agents are placed in a Work Timer state after completing a contact. During Work Timer agents can complete after-contact work, such as speaking with a supervisor, without having this downtime affect their performance statistics.

Work Timer counts against an agent's Workload, and can determine whether agents are pushed contacts. If agents are in a Work Timer state for the maximum number of contacts they can handle for a media type, they are not offered another contact of that media type until Work Timer expires or is removed.

For example, an agent permitted to handle two emails at a time is in Work Timer for both. Until one Work Timer state expires or is removed, the agent is not offered another inbound email. However, this agent will be pushed chat contacts, unless they are also in Work Timer for the maximum number of chat contacts their Workload permits them to receive.

Ignite displays Workload statistics, including the number of Work Timer states the agent is in for each media type.

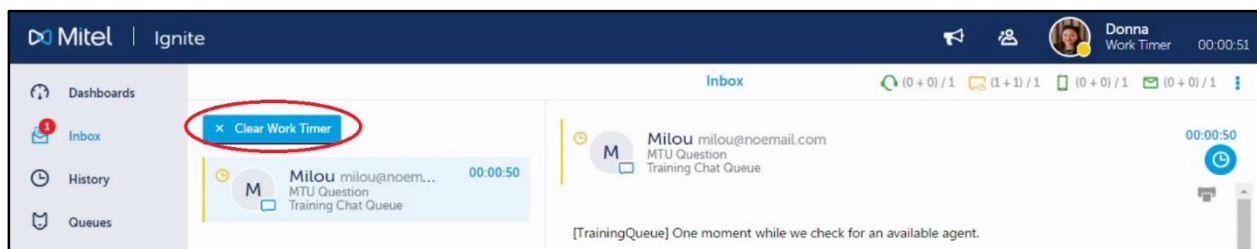
The duration of Work Timer is configured on a queue-by-queue basis. To determine this duration, contact your supervisor or system administrator.

When Work Timer is the overriding state, agents can remove Work Timer and put themselves back into an overriding state across all media capabilities. Once agents have removed Work Timer, they cannot put themselves back into this state.

The following procedure explains how to remove Work Timer.

To remove Work Timer

- Click **Clear Work Timer**.



- Alternatively, click your avatar, select State, and choose Available.

Chapter 1: REVIEW

Exercise 1.1: Select the Answer of your Choice.

You can perform the following functions in the web version of Ignite: Select ALL that apply.

- a. Handle Calls
- b. Dock to MiCollab
- c. Record Agent Greetings
- d. Handle Emails
- e. Handle Chats
- f. Handle SMS
- g. Sort Contacts using Grid and Card Views

Web Ignite is fully supported for tablets including Apple, Android, and Microsoft.

- a. True
- b. False

To Access Web version of Ignite, what information do you need? Select ALL that apply.

- a. IP Address of the Server
- b. IP Address of the Client PC
- c. Hostname of the Server
- d. Hostname of the Client PC

How many instances of Ignite can you launch per device?

- a. 1
- b. 2
- c. 3
- d. 4

The following real-time monitors are available in Web Ignite: Select ALL that apply.

- a. Employee State
- b. Agent State
- c. Queue Now
- d. Callback Requests

Exercise 1.2: Match the Agent State to its proper description.



a. Idle



b. Away Not Present



c. Do Not Disturb



d. Make Busy



e. Ringing

Exercise 1.3: Check for Understanding

How do you Access Real-Time Monitors in Web Ignite?

What do each of the colors of the circle in the Agent Avatar mean?

Green =

Red =

Yellow =

Blue =

Grey =

What is overriding state?

Do we submit product defects in Feedback?

What is Work Timer?

Chapter 2

Handling Multimedia Contacts with Ignite

Multimedia Contact Center supports skills-based routing. When an agent is available, they receive contacts based on the following criteria

1. Highest queue priority (optional)
2. Highest skill priority (optional)
3. Longest idle

Agents can handle multiple contacts at a time. However, an employee's Workload determines the number and type of media contacts that can be pushed to an agent at any one time. For example, agents may not be permitted to receive voice and chat contacts concurrently. Or, agents may be permitted to receive a maximum of five emails and two chats at one time.

If you are not being pushed contacts, it may be that you have reached the maximum number of contacts your Workload permits you to handle. Note also that agents who have reached their Workload maximum for a media type can pick items out of queue and can receive transferred contacts of that type.

To provide context on how contacts reach queues and agents, this section explains:

- Overflowing and interflowing contacts
- Routing models in Multimedia Contact Center
- Receiving notifications of new contacts
- Receiving information in screen pops

In addition, the following sections explain general contact handling procedures, including how to

- Review email and chat contact history
- Tag contacts with Account Codes
- Send contacts back to the queue

Overflowing and interflowing contacts

The following section explains the concepts of overflow and interflow for multimedia contacts. Once a contact has reached a queue, it is offered to an agent group. Agents in the group are responsible for accepting the contact. Contacts wait in queue until an agent from an assigned agent group accepts them.

Overflow and interflow are two routing methods designed to reduce the length of time that contacts wait in queue.

1. [Overflowing Contacts](#)

Overflow is the process of offering a contact, already offered to one agent group to additional agent groups after the contact has been waiting in queue past a set time. The amount of time before a contact overflows is determined by an administrative configuration, and the system overflows the contact without agent intervention.

2. [Interflowing Contacts](#)

Interflow is the process of taking a contact out of one queue and routing it to a different answer point, such as another queue or an external email address. Interflow is an administrative configuration occurring under specified queue conditions, and occurs without agent intervention.

[Routing models in Multimedia Contact Center](#)

Push, Pick, and Mixed routing models determine how agents receive contacts in queue. Note that administrative configurations determine the routing models that your contact center uses and that the routing model can vary by queue. For more information, consult your supervisor or system administrator.



Note: Push, Pick, and Mixed routing models determine how agents receive email and chat contacts in queue. Delivery of voice contacts is determined by programming on the 3300 ICP. For more information, contact your supervisor or system administrator.

1. [Push model](#)

In a Push model contacts in queue are sent to an available agent's Inbox. The number of contacts that can be pushed to an agent's Inbox at one time depends on the agent's Workload, as configured in the system, and can vary by media type. For example, the system may be permitted to push five emails at a time to an agent's Inbox but only two chats.

Contacts are also pushed to agents on the basis of Agent Skills (as configured in the system), Queue Priority, and Preferred Agent. A Preferred Agent is one who is engaging in an ongoing conversation with a customer. With the exception of transferred contacts, agents do not receive items in their Inbox if the Inbox contains ringing contacts of the same media type.

Picking contacts out of queue is permitted in a Push model.

2. [Pick model](#)

In a Pick model agents pick contacts out of queue exclusively. Agents in Do Not Disturb cannot pick contacts out of queue.

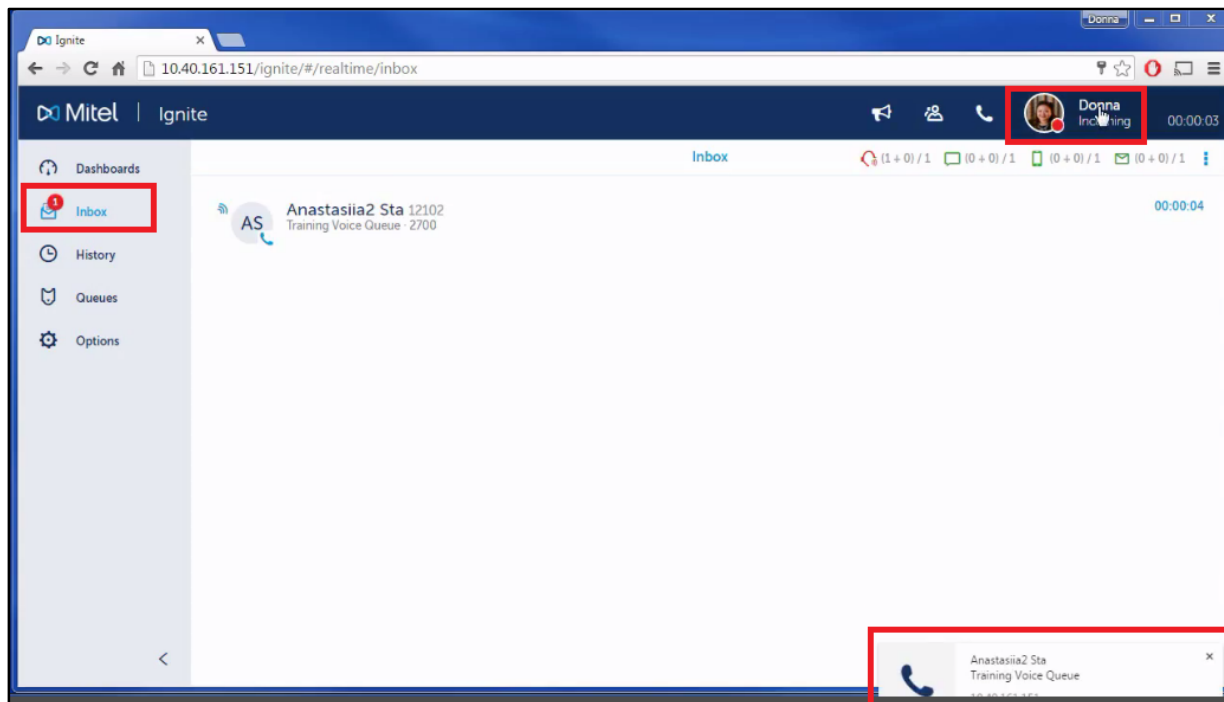
3. Mixed model

In a Mixed model agents pick contacts out of queue, but items sitting in queue past a set time are pushed to agents' Inboxes. Workload determines the number and type of media contacts that can be pushed to an agent at any one time. For more details, see 'Push model', above.

With the exception of transferred contacts, agents do not receive items in their Inbox if the Inbox contains ringing contacts of the same media type.

Receiving notifications of new contacts

Ignite sends agents toaster notifications of contacts offered to the Inbox.



Toaster notifications indicate the contact's media type and display information such as originating phone number, subject, and queue name. Information displayed varies by media type.

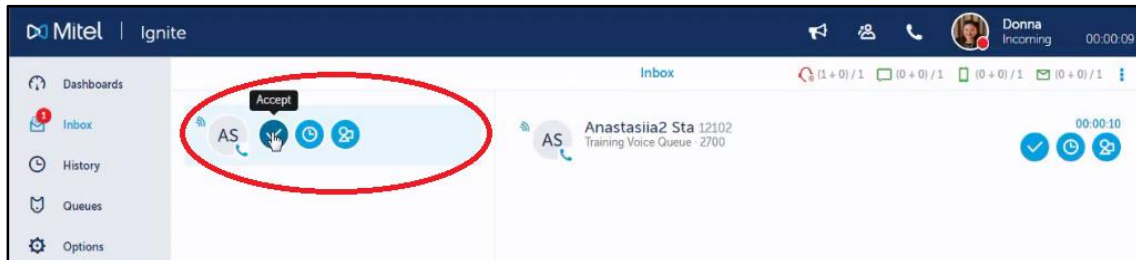
Agents can accept or decline the contact by selecting the appropriate option on the toaster notification. Option availability varies by the contact's media type.



Note: Pu Accepting emails sends them to the agent's Inbox and opens them in reply mode, with Cc'd recipients included in the reply.

Please note the following behavior:

- When Ignite is in focus, the toaster notification pops with options to Accept and, depending on the contact's media type, Decline the contact. If Ignite is not in focus, a notification indicates a ringing contact. Clicking a notification takes you to the relevant contact.



Note: Internet Explorer does not pop notifications when Ignite is not in focus.

- When Ignite is minimized, clicking the notification opens Ignite with the item ringing in the Inbox. Agents are then able to handle the contact.

Receiving information in screen pops

When contacts are ringing in the Inbox, agents may receive screen pops on their desktops. Screen pops differ from toaster notifications. Toaster notifications alert agents to ringing contacts and indicate basic information such as the contact's media type. A screen pop displays information relevant to handling a specific contact.

For example, a screen pop may display a web page listing a customer's recent contact history. Agents use screen pops to provide more personalized, informed customer service. It is the agent's responsibility to close the screen pop once the information is no longer required.

Screen pops open on agents' desktops when a ringing item is selected in the Inbox.

If you are receiving two screen pops and/or two toaster notifications for a single contact, consult your supervisor or system administrator.



Note:

- If you receive a security warning when your screen pop displays, consult your supervisor or system administrator about disabling the warnings.
- WEB - By default, screen pops open in a new tab but obey browser configuration and may therefore open in a new window.
- WEB - If screen pops are not displaying you may need to disable pop-up blockers for this site.



Note: With the exception of transferred contacts, in Push and Mixed routing models agents do not receive items in their Inbox if the Inbox contains ringing contacts of the same media type. Once ringing contact is put into reply mode, another contact of that media type is pushed to the Inbox in a ringing state if the agent's Workload permits. This behavior continues until an agent's Workload is met.

Reviewing contact history

Ignite stores transcripts of email, chat, and SMS multimedia conversations and enables agents to review these transcripts by case and customer.

For example, an agent gets a response from a customer saying 'How do I do that?'. However, the customer has deleted all prior communication in the email chain. The agent can retrieve transcripts of previous conversations with the customer in order to answer the question.

If a conversation's history is not visible via the History function, we recommend searching Ignite's repository.

The following procedures explain how to:

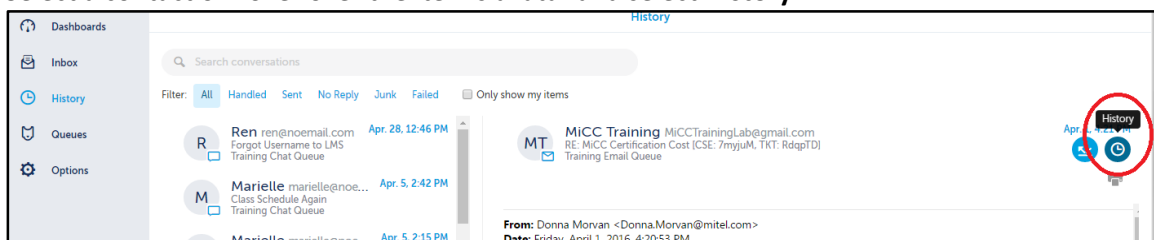
- Review contact history by case
NOTE: This function is only available if the system has case and ticket numbers enabled. This is an administrative configuration and cannot be adjusted by agents.
- Review contact history by customer

To review contact history by case or customer



Note: You can pare down the list of contacts displaying on the History page using filters.

- Select a contact or hover over the item's avatar and select **History**.

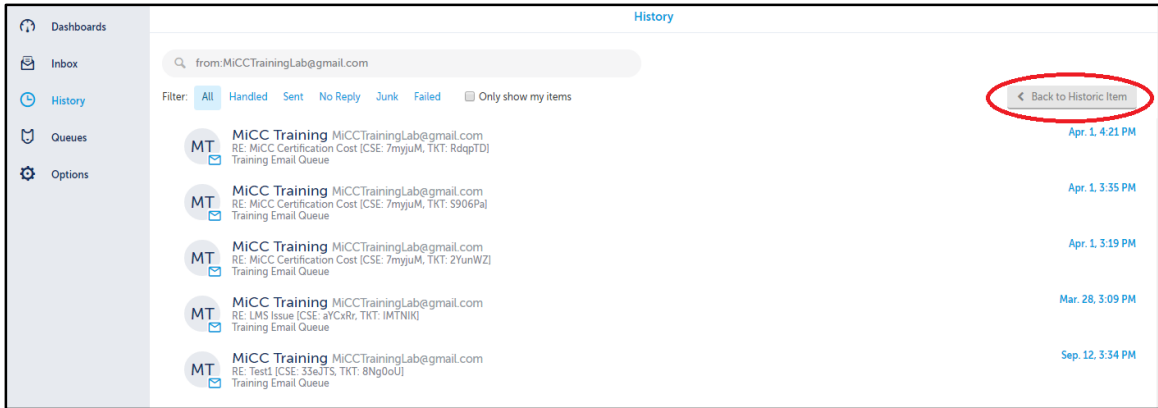


- Select either **Case** or **Customer** and select the contact to review.



You can display specific contacts by entering search criteria in the 'Search conversations' field.

- To exit out of this view, click **Back to <page>**.



Tagging contacts with Account Codes



Note: Account Code categories are supported for Ignite (DESKTOP) only. Ignite (WEB) enables agents to filter Account Codes rather than sorting them by categories.

Account Codes are used for reporting purposes. They are numbers identifying services, departments, or other elements of the contact center. Agents can tag contacts with Account Codes in Ignite to indicate in reports what the conversation was about.

For example, an agent handling chats for three catalog companies enters an Account Code of '01' to indicate that the customer is inquiring about Company A. Later in the same chat conversation the agent enters an Account Code of '06' to indicate that the customer is inquiring about Company A's mail-out services.

Agents can only apply Account Codes when replying to contacts. Agents can tag contacts with multiple Account Codes. Note that Account Codes are configured in the system and cannot be configured in Ignite.

Please note the following limitations regarding tagging voice contacts with Account Codes in Ignite:

- Voice contacts handled in Ignite can only be tagged with non-verified Account Codes. Verified Account Codes are entered before an outbound voice contact and can be applied via Contact Center Client. For more information on verified Account Codes in your contact center, contact your system administrator.
- Tagging contacts with Classification Codes is supported from the Ignite client for voice contacts only. Classification codes associate the entire contact handling duration to the Account Code selected.

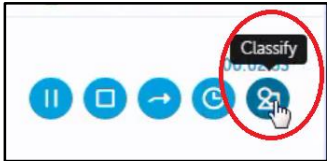


Note: Account Codes on emails are terminated after employee logout. Agents logging into Ignite to resume work on emails must re-enter their last Account Code.

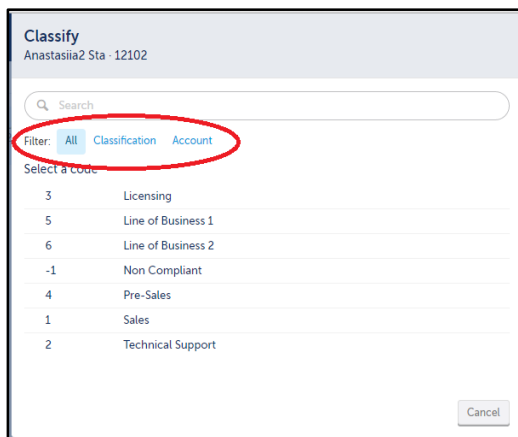
The following procedure explains how to tag contacts with Account Codes in Ignite.

To tag a contact with an Account Code

- a. Select a contact or hover over the item avatar and click **Classify**.



- b. Select an **Account Code**. You can type the name or number of a Code in the Search field.



Note: If you enter a number in the search field, you can apply the Code by pressing 'Enter' when prompted.

Sending contacts back to the queue

When contacts reach an agent's Inbox, the contacts are in a ringing state until the agent clicks the Reply button and Ignite goes into reply mode.

Contacts can be sent back to the queue for several reasons. First, contacts requeue when declined by an agent. Second, ringing contacts in the Inbox requeue when the ringing timer expires. Third, contacts on hold requeue when the hold timer expires, including emails automatically placed on hold after agents logout. Fourth, contacts in the Inbox can requeue on employee logout. However, administrative

configuration determines requeue behavior for email contacts in the Inbox. In each instance, the contact is returned to the queue as the longest waiting. Unless logged out, the employee is put into a Busy/Make Busy state across all agent capabilities, and a System Make Busy is registered.

Agents logging out of Ignite with contacts in the Inbox are notified whether relevant contacts will be requeued (DESKTOP). However, in these instances a System MKB is not registered against the employee. Requeued emails contain any response text drafted. This text is visible to other employees who handle the email. Agents can choose to include the drafted content when previewing requeued emails in queue. Requeued chat and SMS contacts contain all of the previous conversation between contact and agent.

If the system immediately requeues contacts on logout, to avoid losing work we recommend that agents either complete their work or transfer the item to a queue before logging out.



Notes:

- The time allotted to answer ringing contacts, the duration for which email and chat contacts can be on hold before requeuing, and requeue behavior for email contacts on employee logout is determined by administrative configuration.
- Logging in and logging out of Ignite does not reset the duration contacts can be on hold before requeuing.

Chapter 2: REVIEW

Exercise 2: Check for Understanding

What is Overflow and Interflow?

What are Account Codes?

What is the difference between Account Codes and Classification Codes?

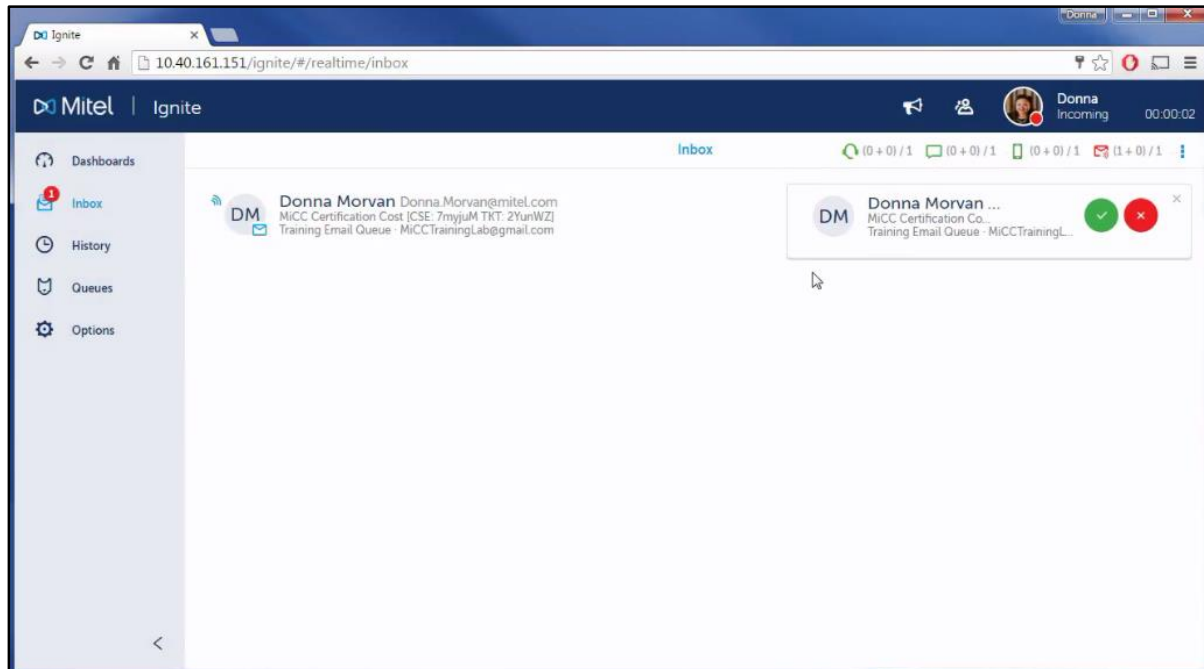
What happens to a contact that has been requeued?

What can you see in Contact History?

Chapter 3

Handling Emails with Ignite

Handling emails in Ignite mirrors common email client behavior, offering agents and supervisors a familiar and user-friendly environment. Ignite supports both HTML and plain text emails.



Notes:

- Removing or otherwise altering case and ticket numbers in subject lines before replying to, forwarding, or transferring emails can interfere with preferred agent routing. We recommend that agents contact their supervisors or system administrators before editing case and ticket numbers in email subject lines.
- The term 'handling' in this section refers to responding to and managing email contacts. The term is not used in the same sense as in reporting.

The following explains how to:

- Preview emails
- Pick emails out of queue

- Reply to emails
- Forward emails
- Add attachments to emails
- Insert images in emails
- Save and Remove attachments
- Transfer emails to internal and external destinations
- Decline emails
- Mark emails as 'No Reply' and 'Junk'
- Place emails on hold
- Verify spelling and grammar
- Apply reply templates to emails
- Apply personalized signatures to emails
- Reroute Failed emails
- Clear Outbox send attempts
- Send outbound emails

Previewing emails

If administrative configurations permit, agents can preview emails in the Preview Pane before picking emails out of queue or handling them from the Inbox.

The following explains how to

- Preview emails in queue
- Preview emails in the Inbox

To preview emails in queue

- a. Click **Queues** and select a queue.
- b. Select an email to preview. If permitted, the Preview pane displays the email text.

To preview emails in the Inbox

- Click **Inbox** and select an email to preview. If permitted, the Preview pane displays the email text.

Picking emails out of queue

Pick behavior occurs in the following two ways. First, agents can pick emails out of queue and send them to the Inbox. Once ringing in the Inbox, the contact can be handled. Second, agents can choose to pick and reply to an email in one motion. Choosing to pick and reply sends the email to the agent's Inbox and immediately opens the email in reply mode, with Cc'd recipients included in the reply.



Notes:

- Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb. Your Pick and Pick & Reply buttons are disabled when you are in Do Not Disturb.
- Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions. This is an administrative configuration and is not controlled by the agent. If your Pick and Pick & Reply buttons are disabled, you do not have permission to pick contacts from the queue.

The following procedures explain how to

- Pick an email out of queue and handle the email
- Pick and automatically reply to an email

To pick an email out of queue and handle the email

- a. Click **Queues** and select the appropriate queue.
- b. Select a contact or hover over the item avatar and click **Pick=>Pick**.

- The email is transferred to your Inbox.
- c. To handle the email, click **Inbox** and select the email or hover over the item avatar.
 - d. Select either **Reply** or **Reply all**.

To pick and automatically reply to an email

- a. Click **Queues** and select the appropriate queue.
- b. Select a contact or hover over the item avatar and click **Pick=>Pick and Reply**.
The contact is transferred to your Inbox and opens in reply mode with all recipients copied.

Replying to emails

Once an email is in the Inbox, agents can write and send a response. Agents can reply to the email's sender only, reply to all email recipients, and insert additional addresses in their email's To: field. Agents can also copy and blind-copy other email addresses on replies.



Note: By default, the maximum file size for emails, including attachments, signatures, and images, is 25 MB.

To reply to an email

- a. Click **Inbox** and select an email or hover over the item avatar.
- b. Click **Reply** and select either **Reply** or **Reply All**.
NOTE: If the email to which you are replying has an existing draft, the To:, CC:, and BCC: fields are cleared and refilled with the default addresses based on the reply type selected.
- c. Insert addresses in the **To:** field, and copy or blind-copy additional recipients by filling in the appropriate fields. Separate multiple addresses with semi-colons.
- d. If enabled for this queue, you can select a different From address by clicking **From** and selecting the email address.
By default, From is set to the email address of the last queue the email was handled from.
- e. Type the email's contents and click **Send**.

Forwarding emails

You can forward emails to multiple parties with additional recipients copied and blind-copied on forwarded mails.

You can forward emails from the History page. Forwards in progress are housed as drafts in the Inbox.

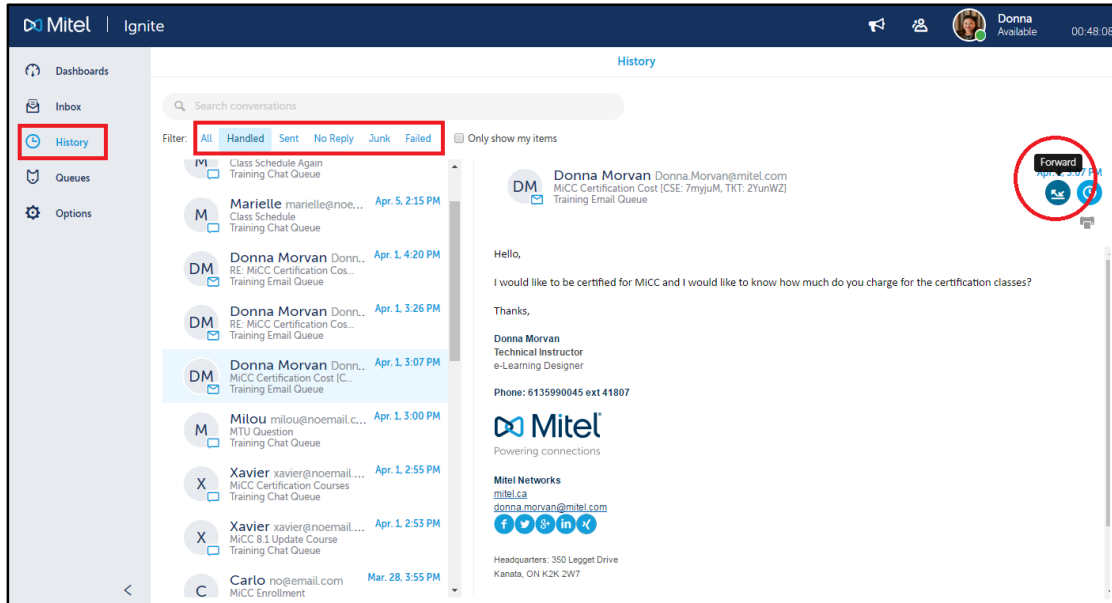
Agents cannot forward emails from reply mode. Instead, agents can transfer emails to internal and external destinations.

The following procedures explain how to:

- Forward an email
- Discard forwards in progress

To forward an email

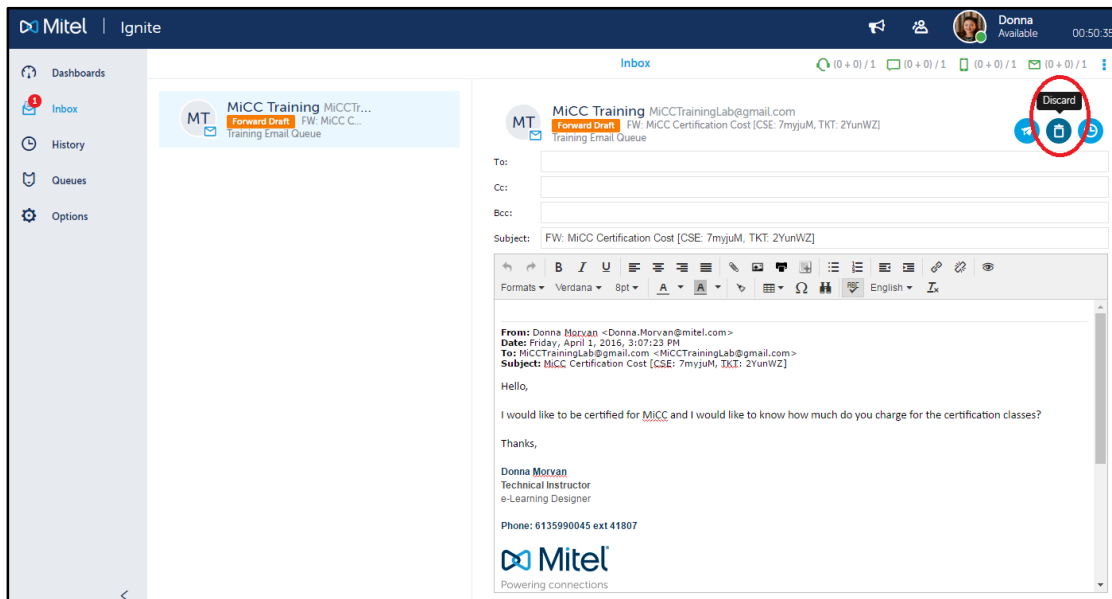
- Click **History** and, optionally, select a **Filter**.
- Select an email or hover over the item avatar and click **Forward**.



- Insert addresses in the **To:** field, and copy or blind-copy additional recipients by filling in the appropriate fields. Separate multiple addresses with semi-colons.
- Click **Send**.

To discard a forward in progress

- Click **Inbox** and either select the forward in progress or hover over the item avatar and click **Discard**.



Adding attachments to emails

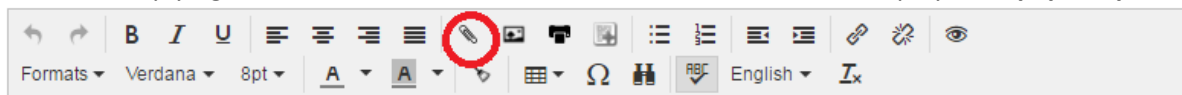
When replying to or forwarding an email, agents can add attachments. Agents can either drag and drop attachments into emails or add attachments by following the steps below. Note that files attached by drag and drop are not embedded in the body of the email.



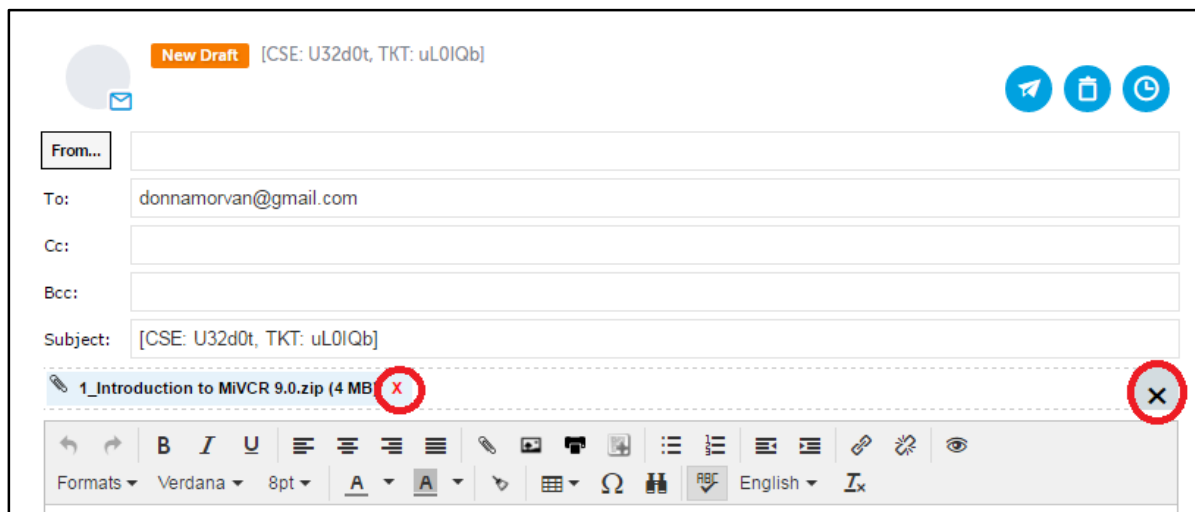
Note: Note that, by default, the maximum file size for emails, including attachments, signatures, and images, is 25MB.

To add an attachment to an email (DESKTOP and WEB)

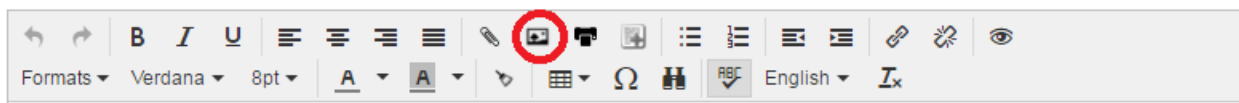
- When replying to an email, click the **Add attachment icon**. This icon displays as a **paperclip**.



- Navigate to the file and click **Open**. You can select multiple files.
- To remove an attachment, click the X button beside the attachment.



Inserting images in emails



You can insert images in emails using Ignite's Insert Image button, or can drag-and-drop or copy/paste images into email responses.

Inserting an image into an email embeds the image in the body of the email at the cursor point. Dragging and dropping an image adds the image as an attachment. Copying and pasting an image into an email embeds the image in the body of the email.

50 inserted images will be visible in Ignite email responses. After 50 the images will show as an X in Ignite, but will display to the recipient in full.

Note that, by default, the maximum file size for emails, including attachments, signatures, and images, is 25 MB.

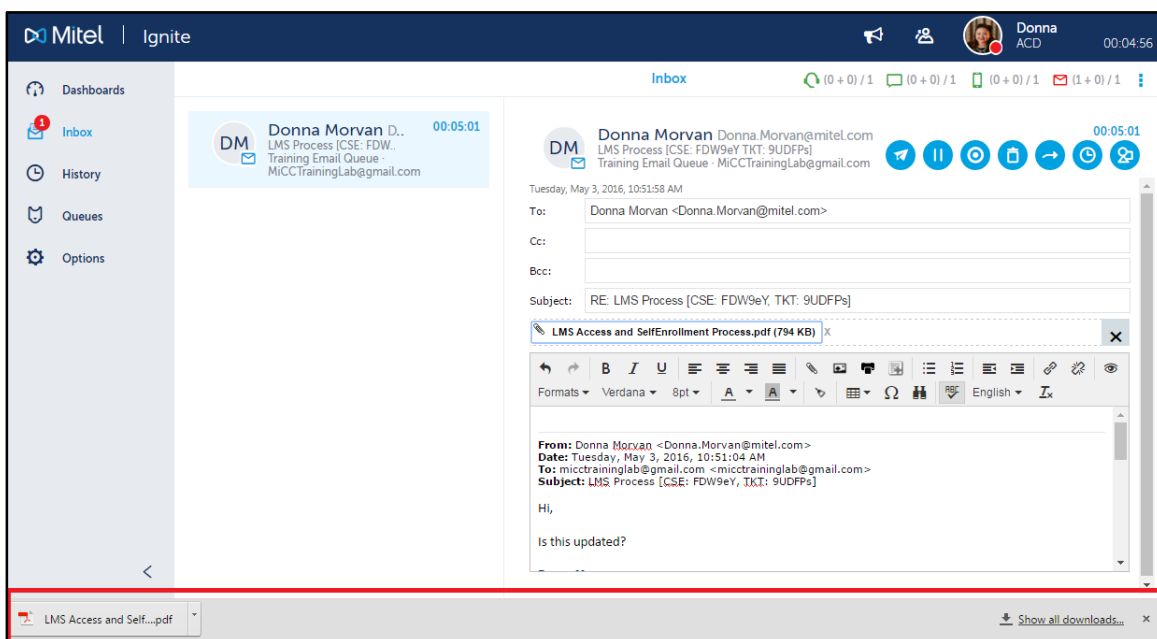
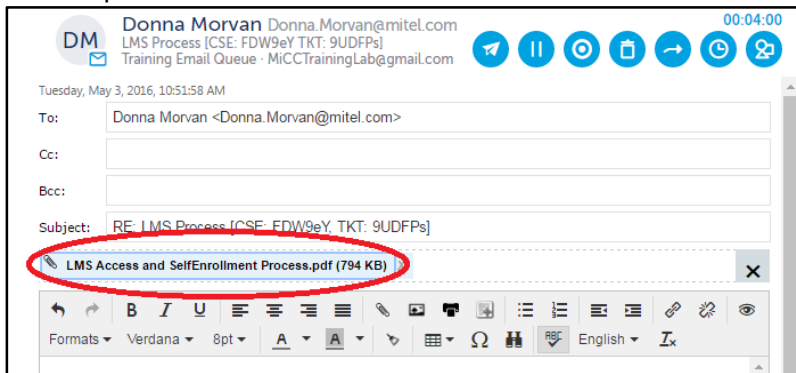
To insert images in emails

- a. When replying to an email, click the Insert picture icon.
- b. Navigate to the image and click **Open**. You can select multiple files.
- c. To remove an image from an email, select the image and press the **Delete** key.

Saving and Removing Attachments from Emails

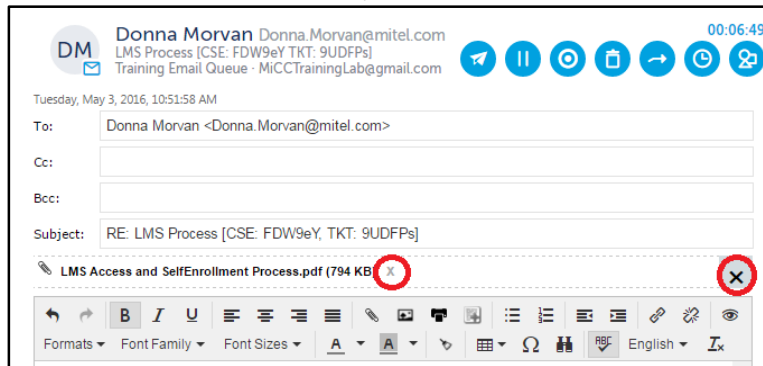
To save attachments

- When replying to an email, click on the attachment to automatically download and save to your computer.



To remove attachments

- To remove an attachment, click the X button beside the attachment.



Transferring emails to internal and external destinations

Agents can transfer emails to both internal and external destinations. For example, agents in the Support queue receiving requests for account renewals can transfer these contacts to the Sales queue. Transfers include any email attachments.

Agents transfer emails internally to other agents and to queues. To receive transfers, devices must be enabled to handle the contact's media type.

Agents who are logged out, in DND, Offline (WEB), or whose presence is Unknown cannot receive transferred emails. Agents who are either in Busy/Make Busy or at their email Workload limit can receive transferred emails.

When agents transfer emails from their Inbox, the email retains any text entered. This enables agents receiving transferred mails to see and build on responses other agents have drafted.

Agents can also transfer emails to an external email address.



Note:

- You may only transfer contacts if you have the appropriate permissions..
- If you are transferring an email with drafted content, the To:, CC:, and BCC: fields will be cleared and replaced by the default addresses when another agent chooses to Reply or Reply All to the email.

The following explains how to

- Transfer emails to an agent or queue
- Transfer emails to an external address

To transfer an email to an agent or queue

- a. To transfer from the Inbox, click **Inbox** and select an email or hover over the item avatar.

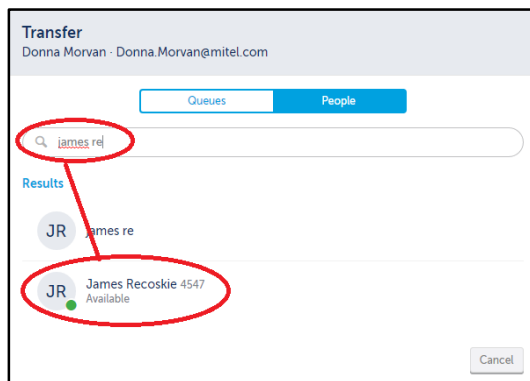


Note: To transfer directly from the queue, click 'Queues', select the email and click 'Transfer'. Follow steps d onward.

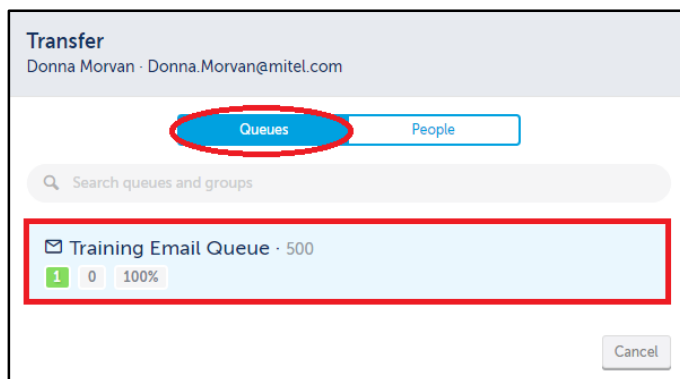
- b. Click **Reply** and select either **Reply** or **Reply All**
 c. Click **Transfer**.



- d. To transfer to an agent, in the Transfer window click **People**, type the name, ID, or email address of an agent and proceed to step f. (When transferring to internal agents, results will show employee's current state)



- e. To transfer to a queue, in the Transfer window click **Queues** and select a queue from the list. To search queues, type the name of the queue in the 'Search' field.



- f. To transfer the email, select the name of the appropriate agent or queue.

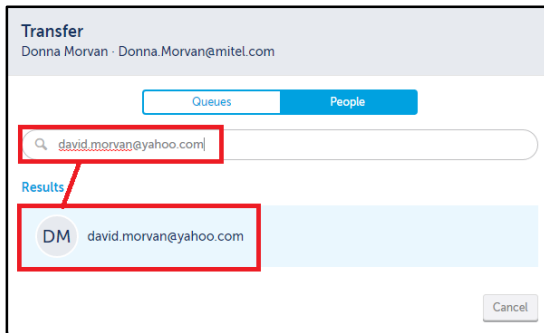
To transfer an email to an external address

- a. Click **Inbox** and select an email.



Note: To transfer directly from the queue, select the email from the queue and click 'Transfer'. Follow steps d onward.

- b. Click **Reply** and select either **Reply** or **Reply All**
- c. Click **Transfer**.
- d. In the **Transfer** window, click **People** and **type an email address**. Separate multiple addresses with semi-colons.



- e. To transfer the email, select the appropriate email address(es).

Declining emails

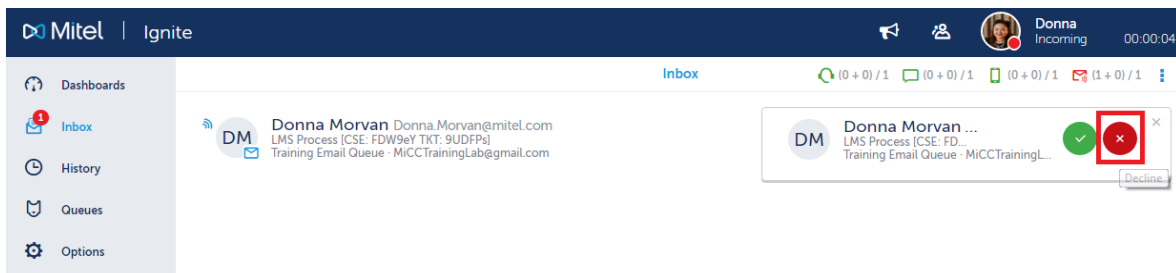
Agents can decline emails sent to their Inbox, sending the email back to the queue as the longest waiting.



Note: When an agent declines a contact, they are automatically put into Make Busy across all voice and multimedia capabilities. A System Make Busy and a requeue count is registered for the employee.

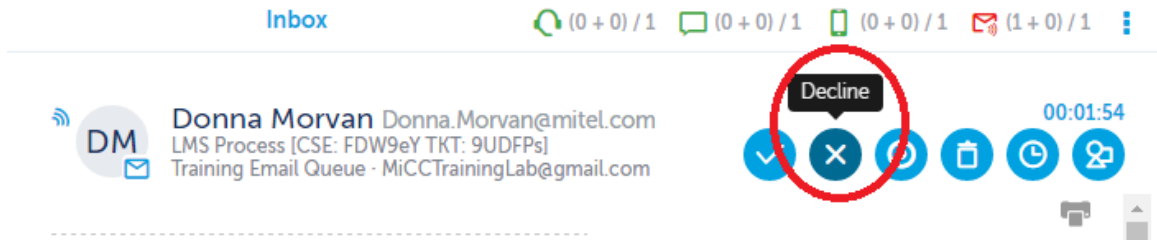
To decline an email

- On the toaster notification, click **Decline**.



OR

- Click **Inbox** and select an email or hover over the item avatar and click **Decline**.



Marking emails as No Reply and Junk



Occasionally emails requiring no reply, like an out of office message, and junk mail, like spam, reach queues and agents' Inboxes. Agents can mark these emails either as requiring no reply or as junk. Agents can also junk emails directly from Ignite's Failed folders, rather than attempting to reroute them.

Marking emails as No Reply and Junk removes the contacts from the queue, Inbox, and Failed folders. If the item is in queue or the Inbox, responses in progress are deleted.



Note: Agents may only Junk contacts if they have the appropriate permissions. This is an administrative configuration and is not controlled by the agent. If your Junk button is disabled, you do not have permission to Junk contacts.

To mark an email as No Reply or Junk

- Click **Queues** and/or select an email queue.
- Select an email or hover over the item avatar and click either No Reply or Junk.

Placing emails on hold

Agents may have to stop working on one email in order to work on another item or speak with a supervisor. In these cases, agents can put an active email on hold. When on hold, the List pane's Card view displays a paused icon over the active email.



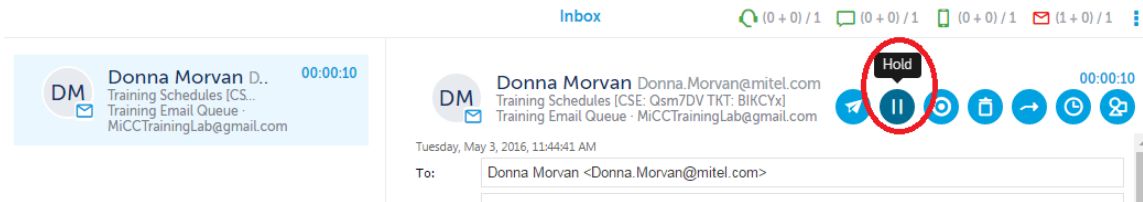
Note: Administrative configurations may limit how long contacts may be on hold before being requeued and a System Make Busy is registered for the employee. For information on this limit, contact your supervisor or system administrator.

The following procedures explain how to

- Place an email on hold
- Retrieve an email from hold

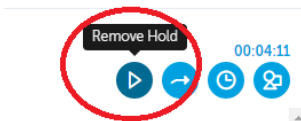
To place an email on hold

- Click **Inbox** and **select an email on hold or hover over the item avatar** and click **Hold**.

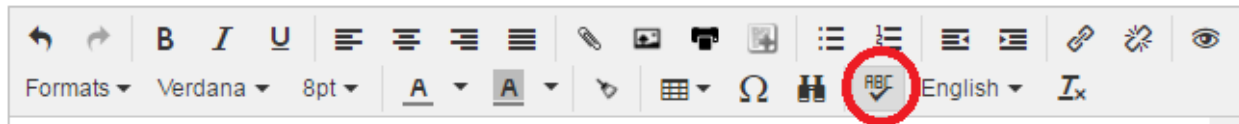


To retrieve an email from hold

- Click **Inbox** and **select an email on hold or hover over the item avatar** and click **Remove Hold**.



Verifying spelling and grammar



Agents can verify an email response's spelling and grammar using Ignite's spell check function. Spell check is activated by clicking the spell check button, located in the Preview pane's formatting toolbar. This toolbar displays when an email is in reply mode. Ignite's spell checker assists agents in sending polished responses to customers.

Agents can choose to verify spelling, or both spelling and grammar in their email responses. Agents can also set the dictionary's language, and specify spell check options such as not correcting words in all caps.



Note:

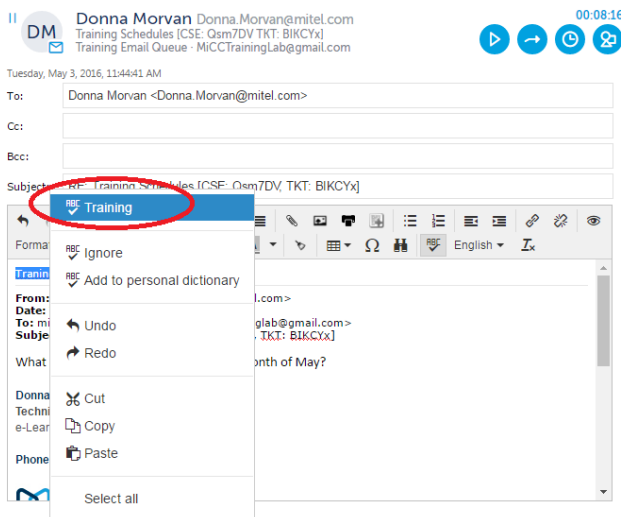
- Russian and Mandarin Chinese are not supported.
- Grammar checking is not supported.

The following explains how to:

- Correct spelling in email responses
- Ignore flagged words
- Undo spell checking changes
- Change the dictionary's language
- Add words to your personal dictionary
- Clear additions to your personal dictionary
- Toggle spell checking on or off

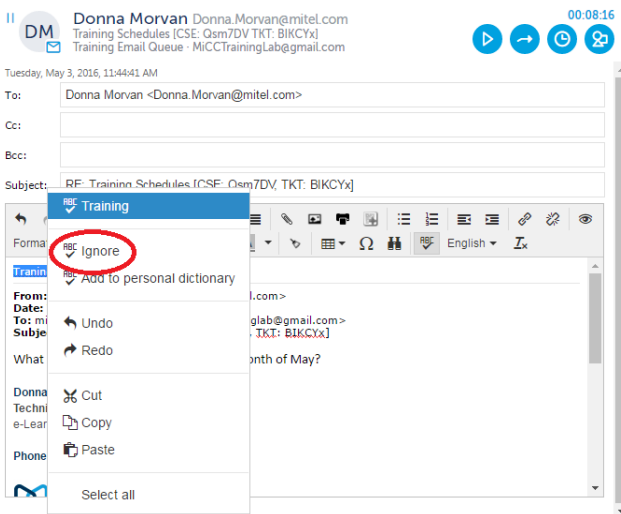
To correct spelling in an email response

- **Right-click an underlined word** and select the correct spelling from the list provided.



To ignore flagged words

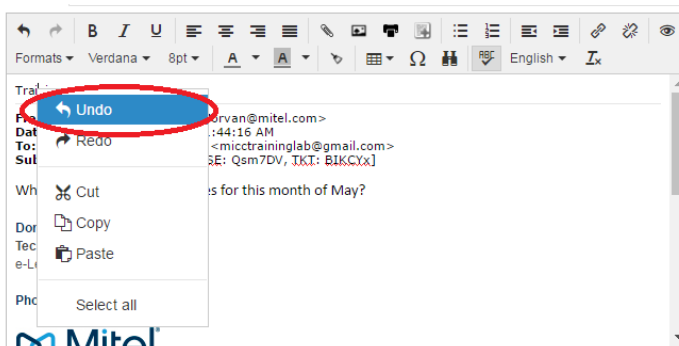
- **Right-click an underlined word** and select **Ignore**.



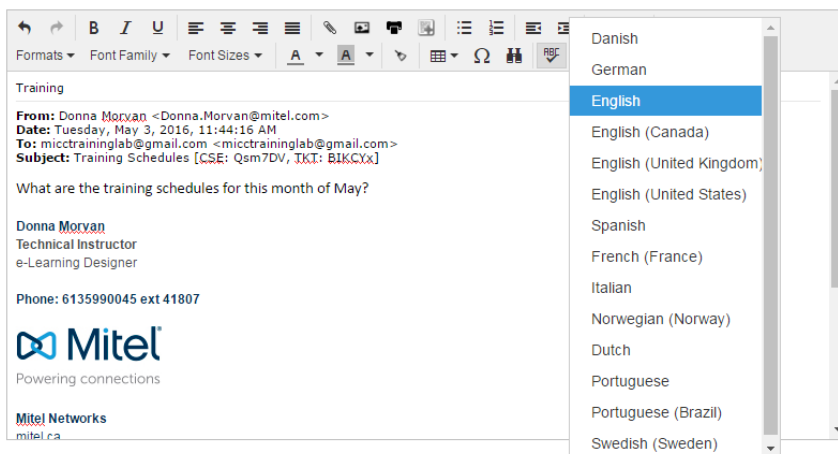
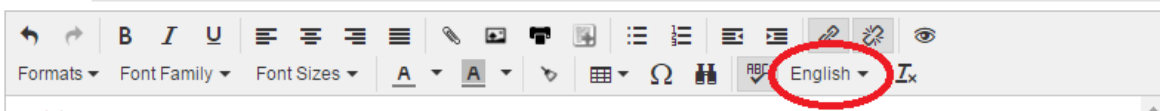
To undo spell checking changes

Note: This function reverts words to their original spelling. It does not clear additions made to the dictionary.

- In the Ignite formatting toolbar, click the **Undo** button.

*To change the dictionary's language*

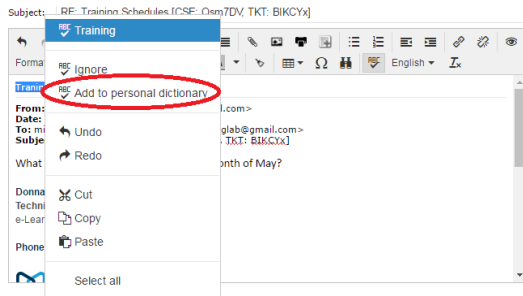
- In the Ignite formatting toolbar, from the dictionary language drop-down list, select a language.



Note: Ignite remembers this selection for future replies.

To add words to your personal dictionary

- Right-click an underlined word and select Add to personal dictionary.

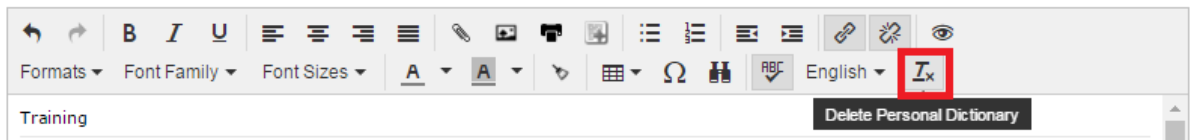


To clear additions to your personal dictionary



Note: This option clears all additions to your personal dictionary.

- a. In the Ignite formatting toolbar, click the **Delete Personal Dictionary** button.



- b. Either refresh the page or log out of Ignite and log back in for the changes to take effect.

To toggle spell checking on or off

- Click the **Spellcheck As You Type** button.



Note: Ignite remembers this selection for future replies.

Applying reply templates to emails

Agents can apply reply templates to emails, providing standardized responses to common questions and requests. Once applied, responses can be edited as required.

The following procedures explain how to

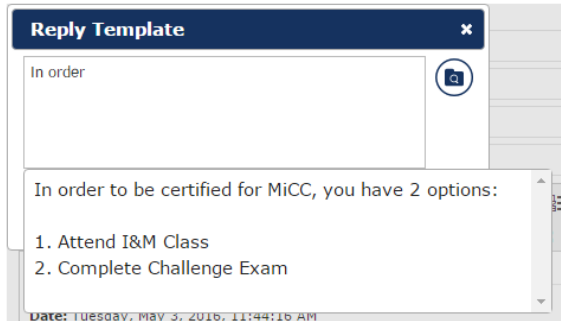
- Apply reply templates to emails using predictive text
- Apply reply templates by browsing and selecting

To apply reply templates to emails using predictive text

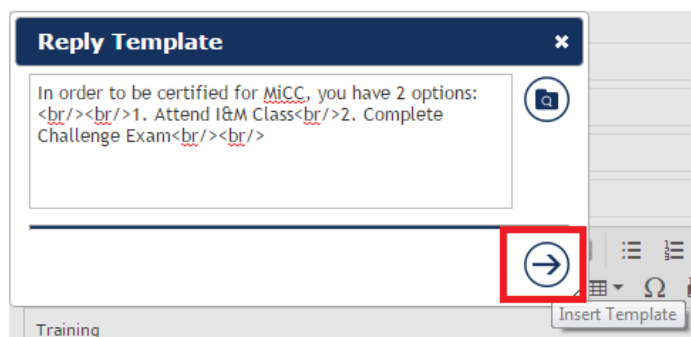
- a. When an email is in reply mode, place the cursor in the body of the email response.
- b. On the formatting toolbar, click the **Reply Template** button.



- c. In the **Reply Template** window, begin typing text that the template contains. Templates matching the text will display.



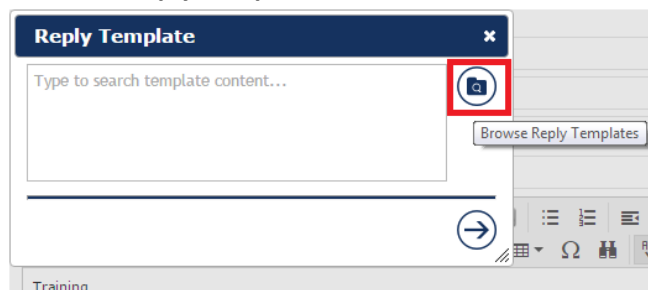
- d. Select template text from the list provided.
 e. To insert the text, in the **Reply Template** window, click the **check mark** icon. The text is inserted in the email, at the cursor point.



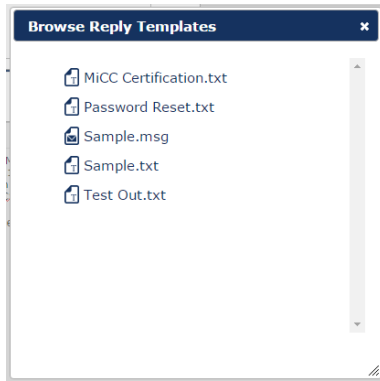
- f. Optionally, delete the text from the window and repeat the above steps.

To apply reply templates by browsing and selecting

- a. When an email is in reply mode, place the cursor in the body of the email response.
 b. On the formatting toolbar, click the **Reply Template** button.
 c. In the **Reply Template** window, click the **Browse Reply Templates** button.



- d. From the **Browse Reply Templates** window, select the template from the options listed.



- e. To insert the text, in the **Reply Template** window, click the **check mark** icon. The text is inserted in the email, at the cursor point.
- f. Optionally, delete the text from the window and repeat the above steps.

Applying personalized signatures to emails

If allowed, agents can apply personalized signatures to emails. Personalized signatures must be created as templates, which can then be applied to email responses.



Note: Creating templates is an administrative configuration. For information on whether personalized signatures are allowed, contact your supervisor or system administrator.

Rerouting Failed emails

If emails fail to route, they are stored in the History page under Failed. Ignite's Reroute button removes emails from these locations and attempts to transfer them back to the queue.

Agents may also mark these emails as Junk or forward the email. Forwarding emails from Failed does not remove the original copy from these locations. Forwards in progress are housed in the Inbox. If you reroute an email that has existing forward drafts, the drafts will be deleted.



- Note:**
- In History=>Failed, supervisors will see all emails that failed to route. Agents may only see emails sent to the queues for which they answer.
 - While rerouting emails removes them from Failed immediately, there may be a delay before the emails are transferred back to the queue.
 - Agents may only Junk contacts if they have the appropriate permissions.

To reroute emails in the Failed folder

- a. Click **History=>Failed**.
- b. Select an email or hover over the item avatar and click either **Reroute, Junk, or Forward**.
If you select 'Forward,' the contact is delivered to the Inbox where you can specify recipients.



Note: Forwards in progress can be discarded.

Handling oversized emails

Depending on administrative settings, an error message displays if you attempt to send an email that exceeds the maximum message size. You can then edit the email to reduce its size and attempt to resend the email.

If administrative settings do not match the limits of your organization's mail server, you may not receive the error message. Subsequently, Ignite displays the following behavior:

- The email fails to send and displays in the Inbox where it can be selected, edited to reduce its size, and re-sent. Items that fail to send are marked in red, with 'Send Failure' text. Supervisors can also view these items in History.

Handling bounced emails

Depending on administrative settings, you may be required to handle bounced emails. These are sent emails that failed to route due to out of office auto-responses, lack of space in the receiver's inbox, delays caused by the mail server, and invalid addresses.

If your system is configured to support bounced email detection, and you have one or more bounced emails pending, Ignite displays the following behavior:

Bounced items display in the Inbox and are marked in red, with 'Auto-Reply' text. You can select an item and either Junk or forward it. Supervisors can also view these items in History.

Sending outbound emails



Note:

- Real-time and reporting statistics are not available for outbound email activity at this time. We recommend instead that agents put themselves into Busy/Make Busy, with an 'Outbound email' Reason Code applied, when drafting outbound emails. Make Busy reports and real-time queue statistics will then display time spent drafting outbound emails.
- If contact centers use preferred agent routing, we recommend that agents do not adjust case and ticket numbers in email subject lines. Removing or otherwise altering case and ticket numbers in subject lines can interfere with preferred agent routing.

Outbound emails in progress are housed in the Inbox, marked as 'Draft'.

Queue signatures are automatically inserted in outbound emails, if signatures are configured for the queue. Queue signatures are inserted each time a queue is selected as the 'From' address.. If you are permitted to use personalized signatures in outbound emails.

Agents can perform common email functions when sending outbound emails, including inserting images, attachments, and applying reply templates to email drafts. See the appropriate topics in this guide for applicable procedures.

Outbound email functionality supports preferred agent routing, to enable ongoing conversations between agents and email recipients.

The following procedures explain how to:

- Send outbound emails
- Discard outbound emails in progress
- Search for outbound emails

To send an outbound email



Note: Account codes are not supported for outbound emails.

- a. Click the **Contacts** button.
- b. If the email destination is not a recent contact, type the email address in the Search field.
- c. Hover over the appropriate address and click the **Email icon**.
- d. Click **From...** and select an email queue.



Note: Queue signatures are inserted each time a queue is selected as the 'From' address. Agents are responsible for deleting non-applicable queue signatures from outbound email drafts.

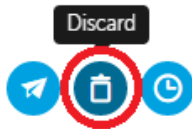
- e. Type the email's contents and click **Send**.



Note: If Contacts is open, click the Contacts button again to close the window and expose the desired controls.

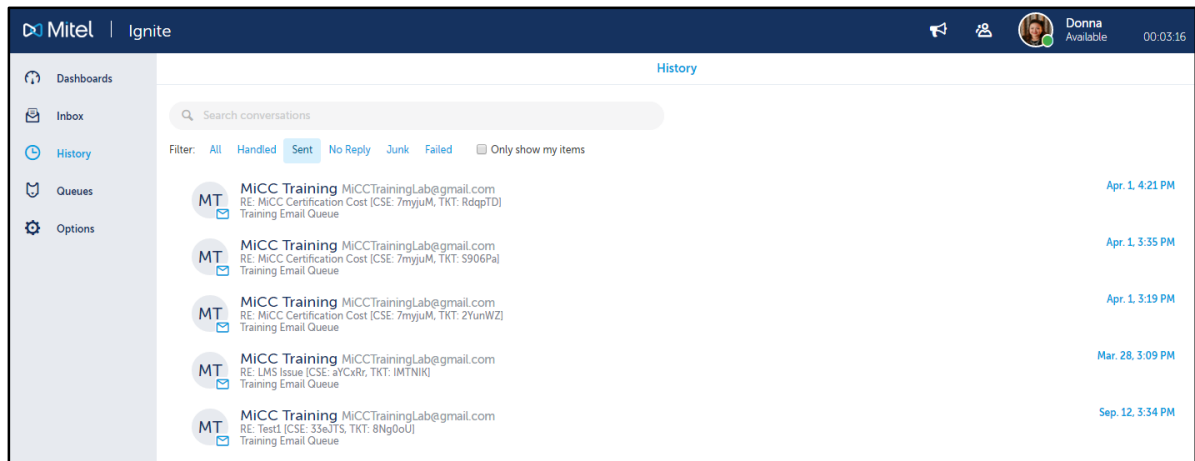
To discard an outbound email in progress (WEB)

- Click **Inbox** and select a draft or hover over the item avatar and click **Discard**.



To search for an outbound email

- Click **History** and select **Sent**.
- In the search field, type keywords over the ghost text.



Chapter 3: REVIEW

Exercise 3: Check for Understanding

Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb.

- a. True
- b. False

Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

- a. True
- b. False

You cannot forward emails to multiple parties with additional recipients copied and blind-copied on forwarded mails.

- a. True
- b. False

Forwards in progress are housed as drafts in the Inbox.

- a. True
- b. False

Agents can forward emails from reply mode.

- a. True
- b. False

The maximum file size for emails, including attachments, signatures, and images, is:

- a. 20 MB
- b. 25 MB
- c. 30 MB
- d. 35 MB

Up to how many inserted images will be visible in Ignite email responses?

- a. 25
- b. 30
- c. 40
- d. 50

Agents can transfer emails to both internal and external destinations.

- a. True

- b. False

Agents who are logged out, in DND, Offline, or whose presence is Unknown cannot receive transferred emails.

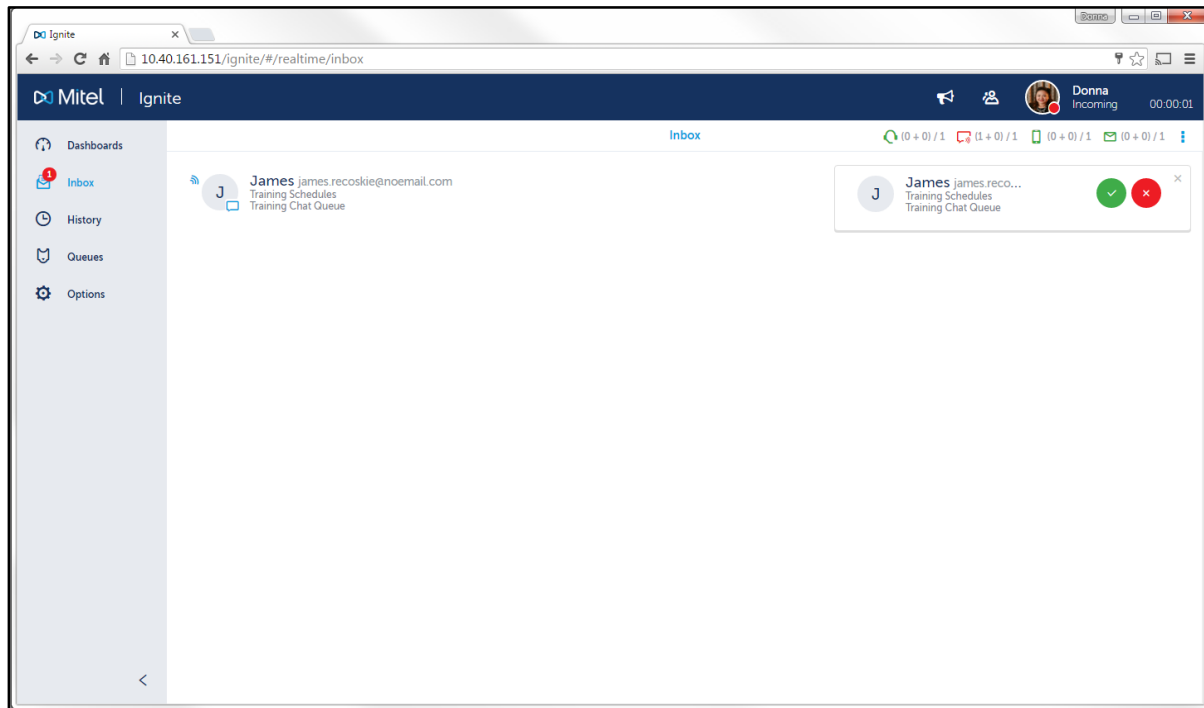
- a. True
- b. False

Emails declined by agents send the emails back to the queue as the longest waiting.

- a. True
- b. False

Chapter 4

Handling Chats with Ignite



Handling chats in Ignite mirrors common instant messaging applications, providing a familiar and user-friendly experience. Chat sessions are initiated by customers via your contact center's chat request page or corporate website.

Contacts are automatically sent to your Inbox if you are the longest idle agent, the preferred agent, or the agent with the highest skill level in your agent group, if your agent group uses skill levels. Agents can also pick chat contacts out of queue.

The following explains how to:

- Preview chat contacts
- Pick chat requests out of queues
- Join chat sessions
- Decline chat contacts
- Chat with customers
- Correct spelling in chat responses
- Apply reply templates to chat responses
- Place chat sessions on hold and retrieve chat sessions from hold
- Transfer chats
- Leave chat sessions

- Forward chat transcripts
- Remove Failed chat transcripts from Ignite

Previewing chat contacts

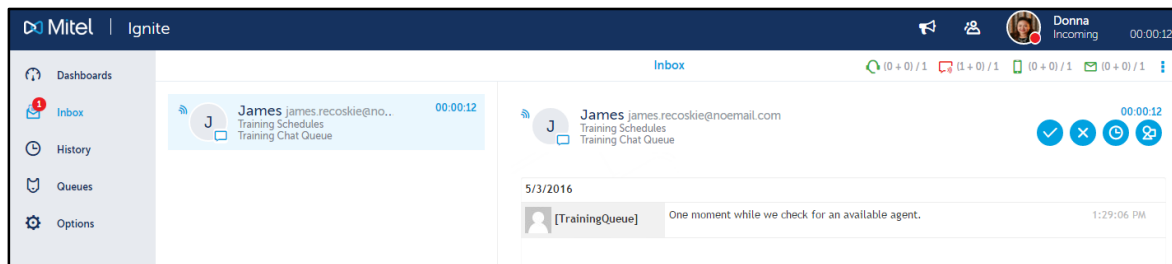
If administrative configurations permit, agents can preview contacts before picking them out of queue or handling them.

The following explains how to

- Preview chat contacts waiting in the Inbox
- Preview chats waiting in queue

To preview a chat contact in your Inbox

- Click **Inbox** and select a chat to preview.



To preview a chat contact waiting in queue

- Click **Queues** and select a queue.
- Select a chat contact to preview.

Picking chat requests out of queue

Pick behavior occurs in the following ways: First, agents can pick contacts out of queue and send them to the Inbox. Once ringing in the Inbox, the contact can be handled. Second, agents can choose to pick and reply to a contact in one motion. Choosing to pick and reply sends the contact to the agent's Inbox and immediately opens the contact in reply mode.

Chat contacts picked out of queue ring in the Inbox until the contact is accepted.



Note:

- Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb.
- Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

The following procedures explain how to:

- Pick a chat request out of a queue
- Pick and automatically join a chat session

To pick a chat request out of a queue

- Click **Queues** and select a queue.
- Select a contact or hover over the item avatar and click **Pick=>Pick**.
The chat is transferred to your **Inbox**.
- To handle the chat, click **Inbox** and select the chat or hover over the **item avatar**.

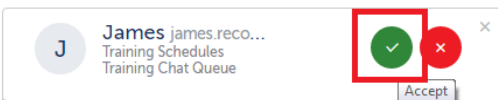
To pick and automatically join a chat session

- Click **Queues** and select a queue.
- Select a contact or hover over the item avatar and click **Pick=>Pick and Reply**.
The contact is transferred to your **Inbox** and opens in reply mode.

Joining chat sessions

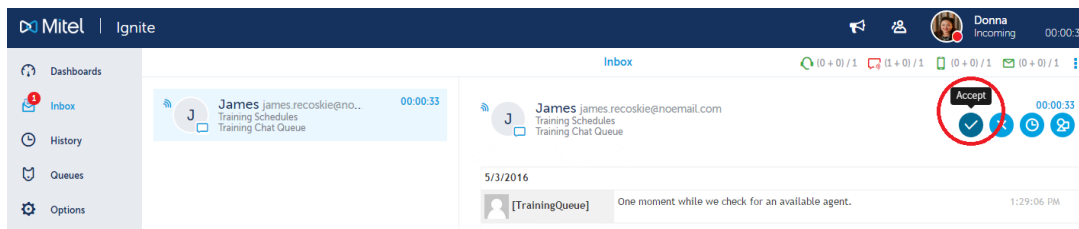
When a chat session arrives in an agent's Inbox, agents can join the session and start responding to the contact.

Agents can join sessions via Ignite's toaster or UI.



To join a chat session

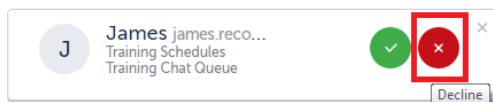
- Click **Inbox** and select a chat session or hover over the **item avatar** and click **Accept**.



Declining chat contacts

Agents can decline a chat contact in their Inbox, sending the chat back to the queue where it retains its queue priority.

Agents can decline sessions via Ignite's toaster or UI.

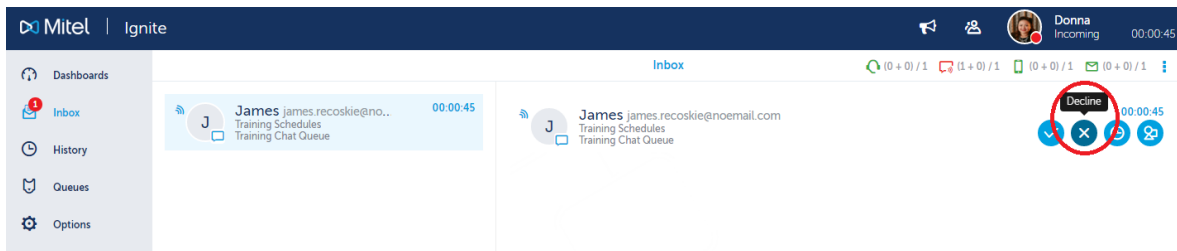




Note: When an agent declines a contact, they are automatically put into Busy across all media capabilities. A System Make Busy and a requeue count is registered for the employee.

To decline a chat contact

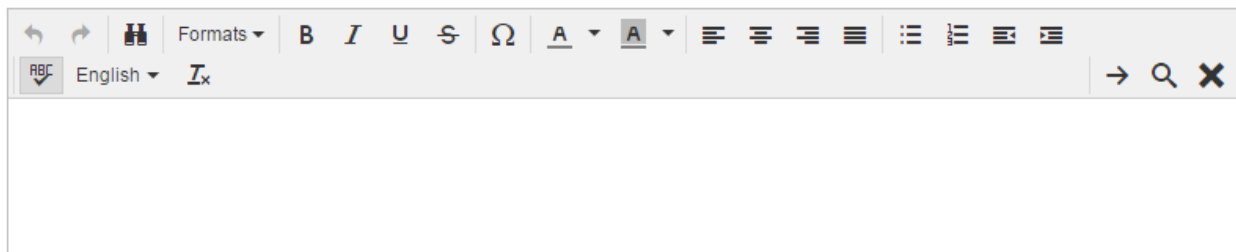
- Click **Inbox** and select a chat or hover over the **item avatar** and click **Decline**.



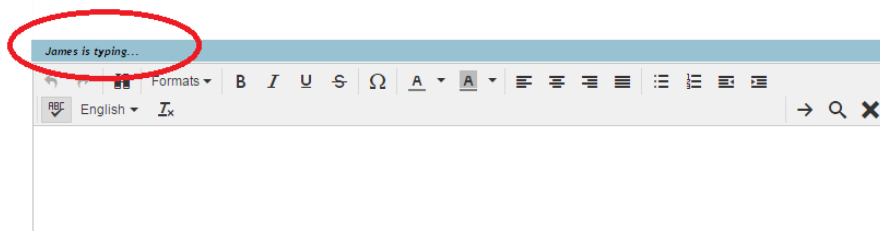
Chatting with customers

After you join a chat session, Ignite goes into Reply mode and the Input pane appears, enabling you to chat with the customer.

Below is a screenshot of the Input pane during a chat session.

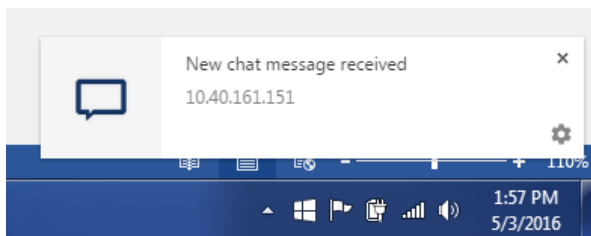


Ignite indicates to agents and customers that the other is typing a response.

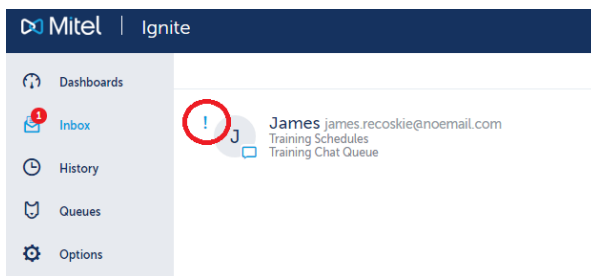


Ignite indicates that customers have sent a response in an active chat as follows:

- When Ignite is not in focus, a notification indicates that the customer has entered a response.



- When Ignite is in focus but the active chat is not selected, an exclamation mark displays beside the contact and a notification displays. Clicking a notification takes you to the relevant contact.



Note: Internet Explorer does not pop notifications when Ignite is not in focus.

Ignite permits content to be copied and pasted from other sources and turns URLs into hyperlinks. Ignite supports embedding content from Google Maps in chat sessions. However, this requires the use of embed maps URL, available from Google Maps, to embed a Google map, such as:

```
<iframe
src="https://www.google.com/maps/embed?pb=!1m18!1m12!1m3!1d2804.500978803945!2d-
75.90911198444678!3d45.3386984790996!2m3!1f0!2f0!3f0!3m2!1i1024!2i768!4f13.1!3m3!1m2!1s0
x4cd1fff1517da8a9%3A0xe6bc8a721e90f2a5!2sMitel+Networks!5e0!3m2!1sen!2sus!4v144553122
7487" width="600" height="450" frameborder="0" style="border:0" allowfullscreen">&lt;/iframe>
```

Ignite also supports the 'Share' link from the following websites

- <https://twitter.com/>
- <http://www.slideshare.net>
- <https://soundcloud.com>
- <http://www.youtube.com>

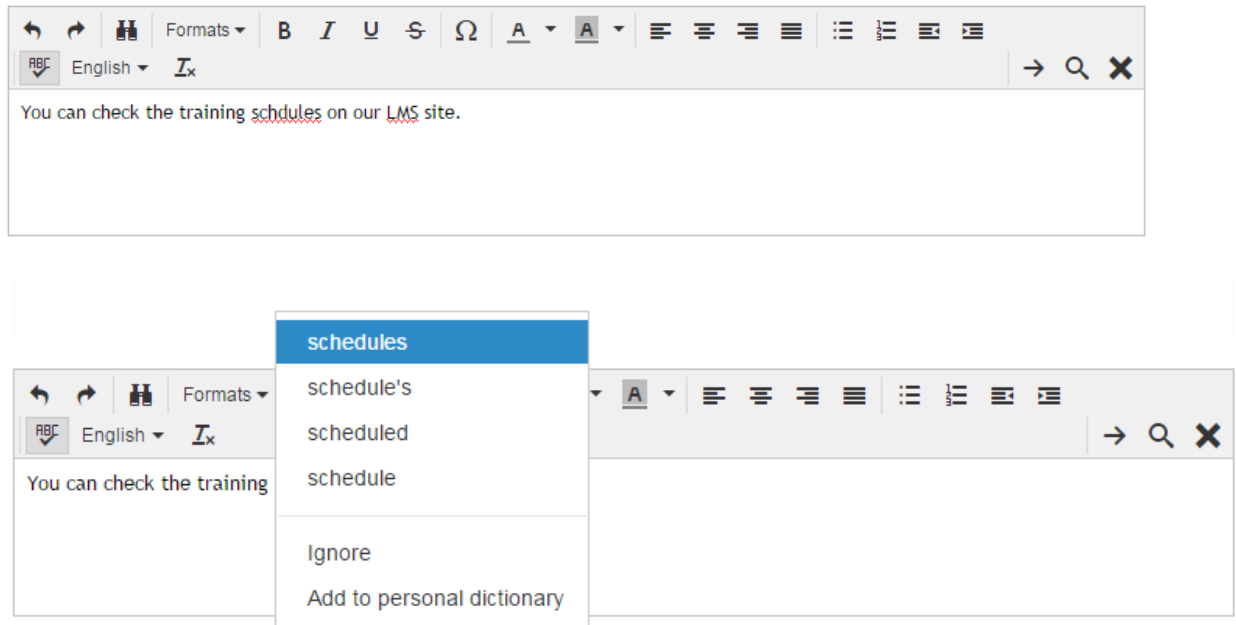
If your message fails to send, a red icon displays beside the unsent message. To resend the message, you can copy and paste the message from your chat window or you can retype it.

To chat with a contact

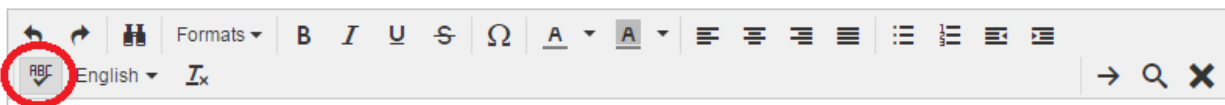
- Type a message in the **Input** pane and either press **Enter** or click the **Send Message** button.

Correcting spelling in chat responses

Ignite provides automatic spell checking of chat responses. Incorrectly spelled words are underlined in red and can be corrected via a right-click menu.



Ignite's spell check button is located in the formatting toolbar, along with additional formatting options.



Ignite's spell checking function assists agents in sending polished responses to customers.

**Note:**

- Russian and Mandarin Chinese are not supported.
- Grammar checking is not supported

The following explains how to:

- Correct spelling in chat responses
- Ignore flagged words
- Undo spell checking changes
- Change the dictionary's language
- Add words to your personal dictionary
- Clear additions to your personal dictionary

- Toggle spell checking off or on

To correct spelling in a chat response

- Right-click an underlined word and select the correct spelling from the list provided.

To ignore flagged words

- Right-click an underlined word and select **Ignore**.

To undo spell checking changes



Note: This function reverts words to their original spelling. It does not clear additions made to the dictionary.

- In the Ignite formatting toolbar, click the **Undo** button.

To change the dictionary's language

- In the Ignite formatting toolbar, from the dictionary language drop-down list, select a language.



Note: Ignite remembers this selection for future chat sessions.

To add words to your personal dictionary

- Right-click an underlined word and select **Add to personal dictionary**.

To clear additions to your personal dictionary



Note: This option clears all additions to your personal dictionary.

- In the Ignite formatting toolbar, click the **Delete Personal Dictionary** button.
- Either refresh the page or log out of Ignite and log back in for the changes to take effect.

To toggle spell checking on or off

- Click the **Spellcheck As You Type** button.



Note: Ignite remembers this selection for future chat sessions.

Applying reply templates to chat responses

Agents can apply templates to their chat responses, providing standardized responses to common questions and requests.

To apply a reply template to a chat response

- a. When a chat is in reply mode, place the cursor in the body of the chat response.
- b. Click the **Reply Template** button.
- c. Type the text that the template contains.
Templates matching the text display.
- d. Select a template text from the list provided.
- e. Press **Enter**.
Template mode changes back to Reply mode.
- f. Click **Reply** to send the message with the template.

Placing chat sessions on hold and retrieving chat sessions from hold

Agents may have to stop participating in one chat session in order to work on other items. In this case, agents can put the active chat session on hold. Contacts on hold are marked with a 'pause' icon.

Note that administrative configurations may limit how long contacts may be on hold before being requeued and a System Make Busy is registered for the employee. For information on this limit, contact your supervisor or system administrator.

The following procedures explain how to:

- Place a chat session on hold
- Retrieve a chat session from hold

To place a chat session on hold

- Click **Inbox** and select the chat or hover over the item avatar and click **Hold**.

To retrieve a chat session from hold



Note: You can also retrieve a session from hold by sending a response.

- Click **Inbox** and select a chat on hold or hover over the item avatar and click **Remove Hold**.

Transferring chats

Chat sessions can be transferred to other destinations within a contact center. For example, agents in the Support queue receiving enquiries about a product invoice can transfer these contacts to the Sales queue.

Agents transfer chat sessions to other agents and to queues. To receive transfers, devices must be enabled to handle the contact's media type.

Agents who are logged out, in DND, Offline (WEB), or whose presence is unknown cannot receive transferred chats. Agents who are either in Busy/Make Busy or at their chat Workload limit can receive transferred chats.



Note: You may only transfer contacts if you have the appropriate permissions.

To transfer a chat

- a. Click **Inbox** and select a chat or hover over the item avatar and click **Accept**.
- b. Select the chat or hover over the item avatar and click **Transfer**.
- c. To transfer to an agent, in the Transfer window click **People**, type the name or ID of an agent and proceed to step e.
- d. To transfer to a queue, in the Transfer window click **Queues** and select a queue from the list. To search queues, type the name of the queue in the '**Search**' field.
- e. To transfer the chat, select the name of the appropriate person or queue.

Leaving chat sessions

When an agent is finished with a contact, the agent can end the chat session. When an agent leaves a chat session, a message is sent in the chat session stating that the session is complete.

To leave a chat session

- a. When participating in an active chat session, click the **End Your Session** button. The End Your Session button displays as an **X**.
- b. When prompted, click **Yes**.

Forwarding chat transcripts

You can forward chat transcripts to multiple parties as an email with additional recipients copied and blind-copied.

Forwards in progress are housed in the agent's Inbox.

The following procedures explain how to:

- Forward a chat transcript
- Discard forwards in progress

To forward a chat transcript

- a. Click **History** and, optionally, select a **Filter**.
- b. Select a chat transcript or hover over the item avatar and click **Forward**.
- c. Insert addresses in the **To:** field, and copy or blind-copy additional recipients by filling in the appropriate fields. Separate multiple addresses with semi-colons.
- d. Click **Send**.

To discard a forward in progress

- Click **Inbox** and either select the forward in progress or hover over the item avatar and click **Discard**.

Removing failed chat transcripts from Ignite

Occasionally, chat transcripts may route to 'Failed' in Ignite. You can remove these transcripts from Failed using Ignite's Junk and Forward buttons.



Note: Agents may only Junk contacts if they have the appropriate permissions.

To remove a failed chat transcript from Ignite

- a. Click **History=>Failed**.
- b. Select a chat transcript or hover over the item avatar and click either **Junk** or **Forward**. If you select Forward, the contact is delivered to the **Inbox** where you can specify recipients.

Chapter 4: REVIEW

Exercise 4: Knowledge Check

When an agent declines a contact, they are automatically put into Busy across all media capabilities.

- a. True
- b. False

Agents can apply reply templates to their chat responses

- a. True
- b. False

The template responses are programmed by the System Administrator on the server.

- a. True
- b. False

Encircle the answer of your choice. How do I accept a chat session in Web Ignite?

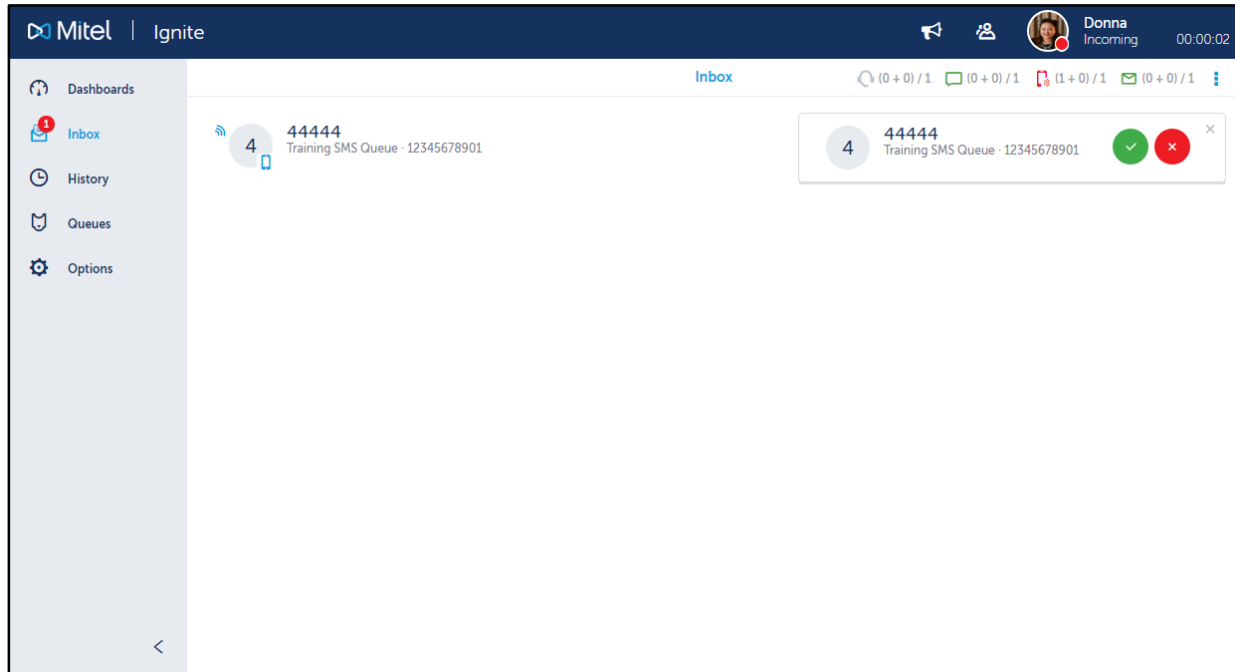


Encircle the answer of your choice. How do I check if this contact has had previous correspondence?



Chapter 5

Handling SMS with Ignite



Handling SMS in Ignite mirrors common instant messaging applications, providing a familiar and user-friendly experience.

SMS sessions are initiated by customers using contact information or, optionally, through the contact center's SMS request page or corporate website. SMS contacts are then routed to appropriate queues.

Contacts are automatically sent to your Inbox if you are the longest idle agent or the agent with the highest skill level in your agent group, if your agent group uses skill levels. Agents can also pick SMS contacts out of queue.



Note:

- SMS agent responses cannot contain more than 320 characters.
- Preferred agent routing is not supported.

The following explains how to:

- Preview SMS contacts
- Pick SMS contacts out of queues

- Join an SMS session
- Reply to SMS contacts
- Decline SMS contacts
- Correct spelling in SMS responses
- Apply reply templates to SMS responses
- Place SMS sessions on hold and retrieve SMS sessions from hold
- Join the longest waiting active SMS session (DESKTOP)
- Transfer SMS contacts
- End SMS sessions
- Forward SMS transcripts
- Remove Failed SMS transcripts from Ignite
- Mark SMS contacts as No Reply and Junk
- Send outbound SMS contacts

Previewing SMS contacts

If administrative configurations permit, agents can preview contacts before picking them out of queue or handling them.

The following explains how to:

- Preview SMS contacts in the Inbox
- Preview SMS contacts in queue

To preview an SMS contact in the Inbox

- Click Inbox and select an SMS to preview.

To preview an SMS contact in queue

- a. Click **Queues** and select a queue.
- b. Select an SMS to preview.

Picking SMS contacts out of queue

Pick behavior occurs in the following ways:

First, agents can pick contacts out of queue and send them to the Inbox. Once ringing in the Inbox, the contact can be handled.

Second, agents can choose to pick and reply to a contact in one motion. Choosing to pick and reply sends the contact to the agent's Inbox and immediately opens the contact in reply mode.

SMS contacts picked out of queue ring in the Inbox until the contact is accepted.

**Note:**

- Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb.
- Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

The following procedures explain how to

- Pick an SMS contact out of queue and handle the SMS
- Pick and automatically reply to an SMS

To pick an SMS out of queue and handle the SMS

- Click **Queues** and select the appropriate queue.
- Select a contact or hover over the item avatar and click **Pick=>Pick**.
The SMS is transferred to your Inbox.
- To handle the SMS, click Inbox and select the SMS or hover over the item avatar.

To pick and automatically reply to an SMS

- Click **Queues** and select the appropriate queue.
- Select a contact or hover over the item avatar and click **Pick=>Pick and Reply**.
The SMS is transferred to your Inbox and opens in reply mode.

Joining SMS sessions

When an SMS contact arrives in an agent's Inbox, agents can join the session and start responding to the contact.

Agents can join sessions via Ignite's toaster or UI.

To join an SMS session

- Click **Inbox** and select an SMS session or hover over the item avatar and click **Accept**.

The screenshot shows the Mitel Ignite interface. At the top, the user is identified as Donna, Incoming, with a timer at 00:00:04. The main area displays the 'Inbox' with a list of contacts. The selected contact is from '44444' (Training SMS Queue - 12345678901) with a timer of 00:00:04. A red circle highlights the 'Accept' button (a checkmark icon) in the contact's action menu. Below the contact, a message is visible: 'Hi, Where do I check the available courses for MiContact Center?' dated 5/5/2016 at 9:18:23 AM.

Replying to SMS contacts

Once an SMS contact is in the Inbox, agents can reply to or otherwise handle it.

After you join an SMS session, Ignite goes into Reply mode and the Input pane displays, enabling you to reply to the contact. Send responses using the arrow button.

Declining SMS contacts

Agents can decline an offered SMS contact, sending the contact back to the queue where it retains its queue priority. Agents can decline sessions via Ignite's toaster or UI.



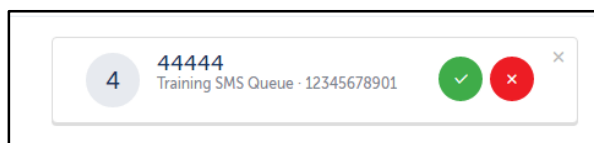
Note: When an agent declines a contact, they are automatically put into Busy/Make Busy across all media capabilities. A System Make Busy and a requeue count is registered for the employee.

To decline an SMS contact

Click **Inbox** and select an SMS contact or hover over the item avatar and click **Decline**.

The screenshot shows the Mitel Ignite interface. On the left is a navigation menu with 'Inbox' selected. The main area displays an SMS contact from '44444' (Training SMS Queue - 12345678901) with a duration of 00:01:53. Below the contact, a message is visible: 'Hi, Where do I check the available courses for MiContact Center?' dated 5/5/2016 at 9:18:23 AM. A 'Decline' button is circled in red above the contact's action icons.

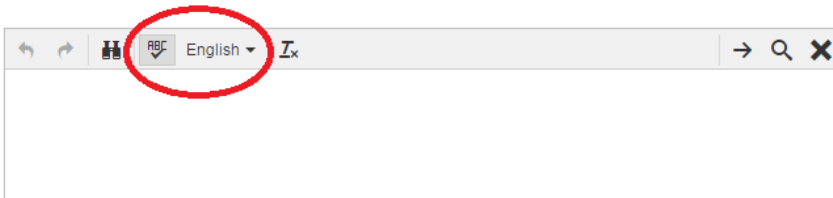
Alternatively, click **Decline** on the Ignite toaster.



Correcting spelling in SMS responses

Ignite provides automatic spell checking of SMS responses, assisting agents in sending polished, professional, and consistent content to customers. Incorrectly spelled words are underlined in red and can be corrected using a right-click menu.

The spell check button is located in the formatting toolbar, along with additional formatting options.



Note:

- Russian and Mandarin Chinese are not supported.
- Grammar checking is not supported.

The following explains how to:

- Correct spelling in SMS responses
- Ignore flagged words
- Undo spell checking changes
- Change the dictionary's language
- Add words to your personal dictionary
- Clear additions to your personal dictionary
- Toggle spell checking on or off

To correct spelling in an SMS response

Right-click an underlined word and select the correct spelling from the list provided.

To ignore flagged words

Right-click an underlined word and select **Ignore**.

To undo spell checking changes



Note: This function reverts words to their original spelling. It does not clear additions made to the dictionary.

In the Ignite formatting toolbar, click the **Undo** button.

To change the dictionary's language

- In the Ignite formatting toolbar, from the dictionary language drop-down list, select a language.



Note: Ignite remembers this selection for future SMS sessions.

To add words to your personal dictionary

- **Right-click** an underlined word and select **Add to personal dictionary**.

To clear additions to your personal dictionary

Note: This option clears all additions to your personal dictionary.

- In the Ignite formatting toolbar, click the **Delete Personal Dictionary** button.
- Either refresh the page or log out of Ignite and log back in for the changes to take effect.

To toggle spell checking on or off

- Click the **Spellcheck As You Type** button.



Note: Ignite remembers this selection for future SMS sessions.

Applying reply templates to SMS responses

Agents can apply templates to their SMS responses, providing standardized responses to common questions and requests.

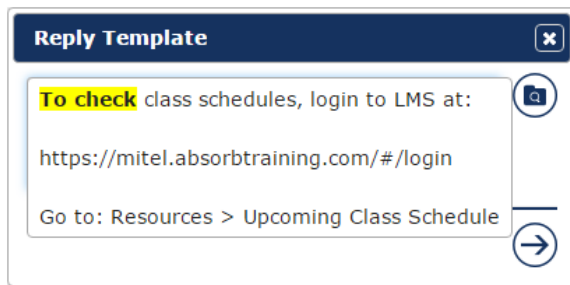
To apply a reply template to an SMS response

- When an SMS contact is in reply mode, place the cursor in the body of the response.
- Click the **Browse Reply Templates** button.

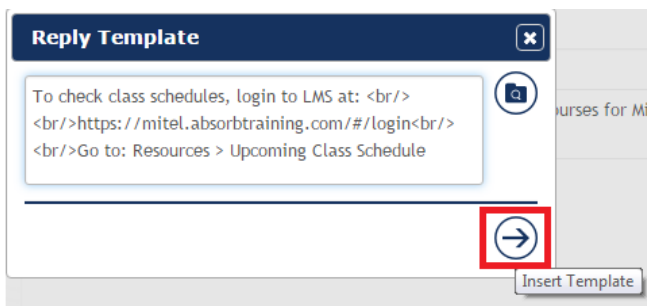
The Browse Reply Template button displays as a magnifying glass in the formatting toolbar.



- c. Type the text that the template contains.
Templates matching the text display.



- d. Select a template text from the list provided.
e. Press **Enter** and click **Insert Template**.
Template mode changes back to Reply mode.



- f. Click **Send Message** to send the message with the template.

Placing SMS sessions on hold and retrieving SMS sessions from hold

At times, agents may have to stop participating in an SMS session in order to work on other items. In these cases, agents can put the active SMS session on hold. Contacts on hold are marked with a 'pause' icon.

Note that administrative configurations may limit how long contacts may be on hold before being requeued and a System Make Busy is registered for the employee

The following procedures explain how to:

- Place an SMS session on hold
- Retrieve an SMS from hold

To place an SMS session on hold

- Click **Inbox** and select the SMS or hover over the item avatar and click **Hold**.
- Select the Inbox and, in the List pane, select the SMS contact on hold.
- In the Action bar, click **Remove hold**.

To retrieve an SMS session from hold

Note: You can also retrieve a session from hold by sending a response.

- Click **Inbox** and select an SMS on hold or hover over the item avatar and click **Remove Hold**.

Transferring SMS contacts

SMS contacts can be transferred to agents and queues. For example, agents in the Support queue receiving inquiries about a product invoice can transfer these contacts to the Sales queue. To receive transfers, devices must be enabled to handle the contact's media type.

Agents who are logged out, in DND, Offline (WEB), or whose presence is unknown cannot receive transferred SMS contacts. Agents who are either in Busy/Make Busy or at their SMS Workload limit can receive transferred SMS contacts.



Note: You may only transfer contacts if you have the appropriate permissions..

To transfer an SMS contact

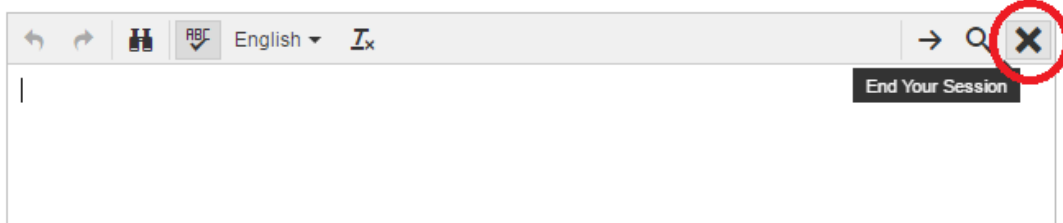
- Click **Inbox** and select an SMS contact or hover over the item avatar and click **Accept**.
- Select the SMS or hover over the item avatar and click **Transfer**.
- To transfer to an agent, in the Transfer window click **People**, type the name or ID of an agent and proceed to step e.
- To transfer to a queue, in the Transfer window click **Queues** and select a queue from the list. To search queues, type the name of the queue in the '**Search**' field.
- To transfer the SMS contact, select the name of the appropriate person or queue.

Ending SMS sessions

When an agent is finished handling a contact, the agent can end the SMS session.

To end an SMS session

- When participating in an active SMS session, click the **End Your Session** button. The 'End Your Session' button displays as an **X**.



- When prompted, click **Yes**.

Forwarding SMS transcripts

You can forward SMS transcripts to multiple parties as an email with additional recipients copied and blind-copied.

Forwards in progress are housed in the agent's Inbox.

You can forward SMS transcripts from the History page.

The following procedures explain how to:

- Forward an SMS transcript
- Discard forwards in progress

To forward an SMS transcript

- Click **History** and, optionally, select a **Filter**.
- Select an SMS transcript or hover over the item and click **Forward**.
- Insert addresses in the **To:** field, and copy or blind-copy additional recipients by filling in the appropriate fields. Separate multiple addresses with semi-colons.
- Click **Send**.

To discard a forward in progress

- Click **Inbox** and either select the forward in progress or hover over the item avatar and click **Discard**.

Removing failed SMS transcripts from Ignite

Occasionally, SMS transcripts may route to 'Failed' in Ignite. You can remove these transcripts using Ignite's Junk button.



Note: Agents may only Junk contacts if they have the appropriate permissions..

To remove a failed SMS transcript from Ignite

- Click **History=>Failed**.
- Select an SMS transcript or hover over the item avatar and click either **Junk** or **Forward**. If you select 'Forward,' the contact is delivered to the Inbox where you can specify recipients.

Marking SMS contacts as No Reply and Junk

Occasionally, SMS contacts requiring no reply reach queues and agents' Inboxes. Agents can mark these SMS contacts either as requiring no reply or as junk.

Agents can also junk SMS contacts directly from 'Failed', rather than attempting to reroute them. Marking SMS contacts as No Reply and Junk removes the contacts from the Ignite. If the item is in queue or the Inbox, responses in progress are deleted.

To mark an SMS contact as No Reply or Junk from the Inbox

- Click **Inbox** and select an SMS contact or hover over the item avatar and click either **No Reply** or **Junk**.

To mark an SMS contact as No Reply or Junk from the queue

- Click **Queues** and select an SMS queue.
- Select an SMS contact and click either **No Reply** or **Junk**.

Sending outbound SMS contacts

Agents can send outbound SMS contacts in Ignite. When an agent sends an outbound SMS contact, they may not be the agent who receives the customer response.

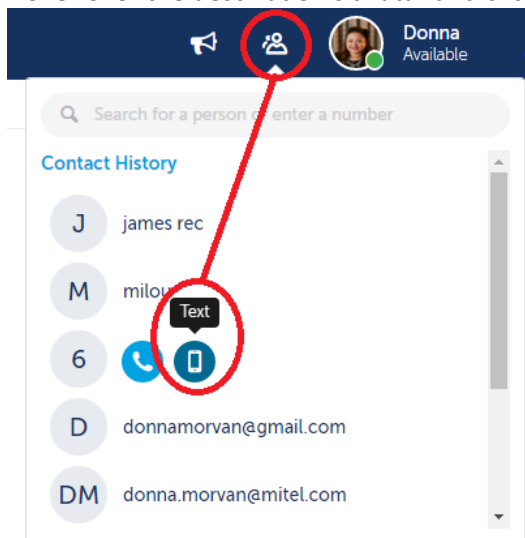
**Note:**

- Account codes are not supported for outbound SMS contacts.
- Real-time and reporting statistics are not available for outbound SMS activity. We recommend instead that agents put themselves into Busy/Make Busy, with an 'Outbound SMS' Reason Code applied, when drafting outbound SMS contacts. Make Busy reports and real-time queue statistics will then display time spent drafting outbound SMS contacts.

Outbound SMS contacts in progress are housed in the Inbox, marked as '**Draft**'.

To send an outbound SMS contact

- Click the **Contacts** button.
- If the destination is not a recent contact, type its name or number in the **Search** field.
- Hover over the destination's avatar and click the **SMS** icon.



- Under From (queue), select an SMS queue.
- Type the SMS contact's contents and click **Send**.

To discard an outbound SMS contact in progress

- Click **Inbox** and select a draft or hover over the item avatar and click **Discard**.

Chapter 5: REVIEW

Exercise 5: Knowledge Check

Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

- a. True
- b. False

After you join an SMS session, Ignite goes into Reply mode.

- a. True
- b. False

The following languages are supported in Web Ignite: Select ALL that apply.

- a. Spanish
- b. French
- c. Norwegian
- d. Mandarin
- e. Russian

Grammar checking is supported by Web Ignite

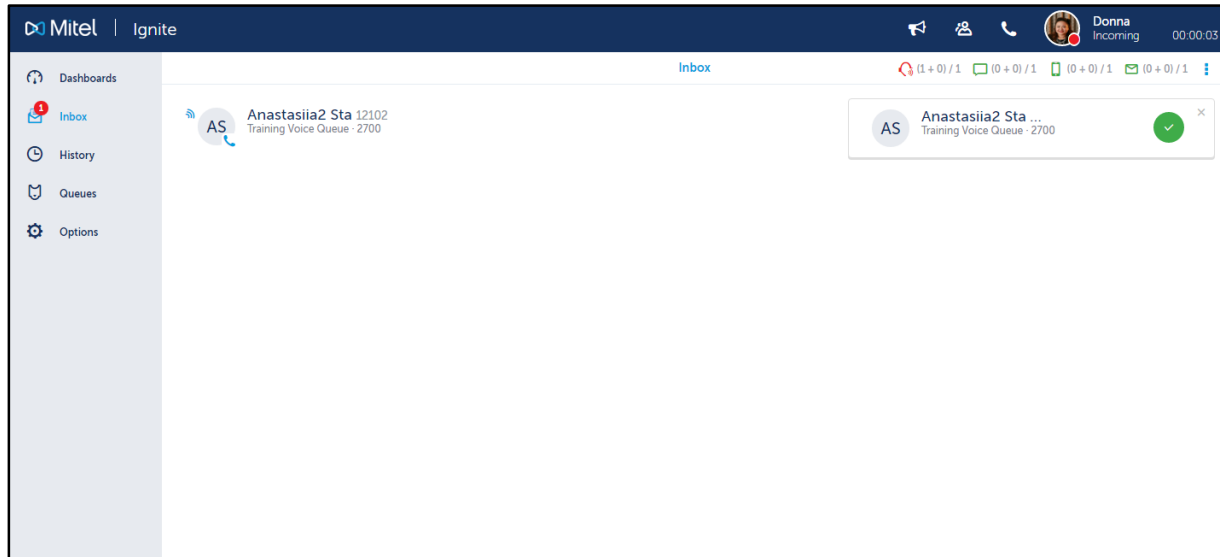
- a. True
- b. False

The undo function reverts words to their original spelling. It also clears additions made to the dictionary.

- a. True
- b. False

Chapter 6

Handling Calls with Ignite



In addition to email, chat, and SMS handling, you can handle calls in Ignite.

The following procedures explain how to:

- View call information
- Pick calls out of queue
- Answer and end calls
- Make calls
- Perform in-call actions

To perform other call handling functions such as conferencing and supervised transfers, agents must use Contact Center Softphone, PhoneSet Manager, MiCollab, or a hard set.



Note:

- Ignite's phone functionality does not support multiple lines.
- Ignite's phone controls are not supported for External Hot Desking Agents.

Viewing call information

You can view basic call information in Ignite before picking a call out of queue or handling it from the Inbox. Note that information displayed may vary based on administrative configuration.

The following explains how to:

- View information for calls in queue
- View information for calls in the Inbox

To view information for calls in queue

- a. Click **Queues** and select the appropriate queue.
- b. Select a call from the queue.

To view information for calls in the Inbox (WEB)

- Click **Inbox** and select a call.

Picking calls out of queue

Agents can pick calls out of queue and send them to the Inbox. Once ringing in the Inbox, the call can be answered.



Note:

- Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb.
- Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

To pick a call from the queue

- a. Click **Queues** and select the appropriate queue.
- b. Select a call from the queue or hover over the item avatar and click **Pick**.
The call is transferred to your **Inbox**.

Answering and ending calls



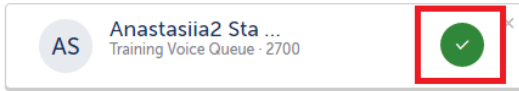
Note: You cannot explicitly decline a ringing call.

You can answer incoming calls from Ignite. Ignite displays a toaster for each incoming call and allows you to accept the call from the toaster.

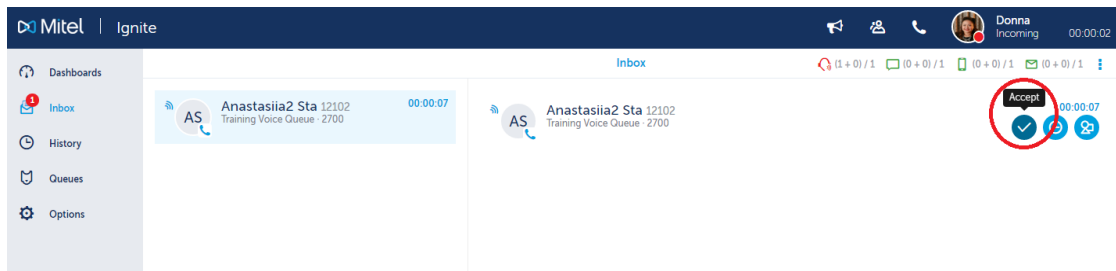
When you answer a call, Ignite displays call information.

To answer a call

- In the Ignite toaster, click **Accept**.



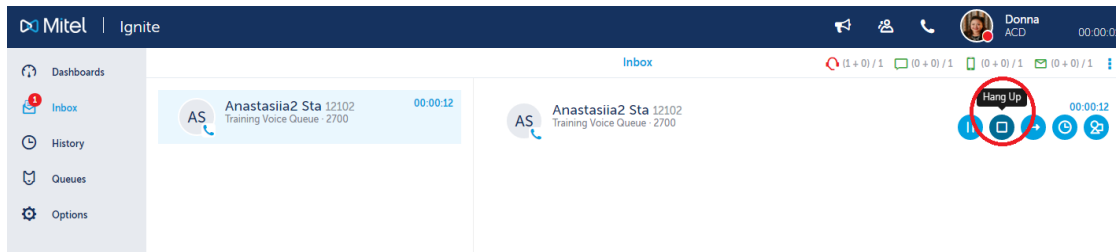
- Alternatively, select the call or hover over the item avatar and click **Accept**.



You can end calls from Ignite.

To end a call

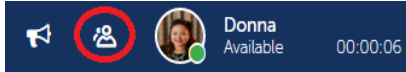
- Click **Inbox** and select a call or hover over the item avatar and click Hang Up.



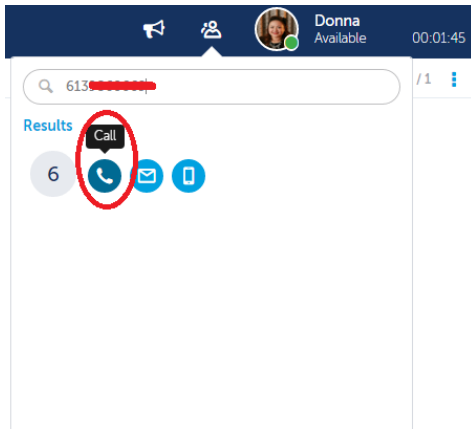
Making calls

To make a call

- a. Click **Contacts**.



- b. If the destination is not a recent contact, type its name or number in the **Search** field.
- c. Hover over the destination's avatar and click **Call**.



Note: If Contacts is open, click the Contacts button again to close the window and expose the desired controls.

Performing in-call actions

While on active calls you can:

- Put calls on hold and retrieve calls from hold
- Tag calls with Account Codes.
- Tag calls with Classification Codes
- Transfer calls
- Contact agents before transferring calls and requesting help

Putting calls on hold and retrieving calls from hold

At times, agents may have to put a call on hold. Ignite displays a paused icon over calls on hold so they can be easily identified.



Note: Calls on hold may not be transferred until hold is removed.

The following explains how to:

- Put a call on hold
- Retrieve a call from hold

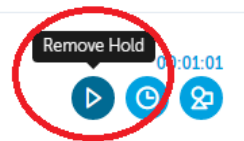
To put a call on hold

- Click **Inbox** and select a call on hold or hover over the item avatar and click **Hold**.



To retrieve a call from hold (WEB)

- Click **Inbox** and select a call or hover over the item avatar and click **Remove Hold**.



Tagging calls with Classification Codes

Classification Codes are a type of Account Code but differ in the following ways:

- You can apply multiple Classification Codes to different, applicable sections of a call. All Classification Codes applied to a call are pegged with the full call duration, from the time the call arrives until the call ends. This includes transfer time, time calls were handled at other extensions, and Work Timer durations if 'Include queue work timer as part of handling time' is enabled on the queue. If the same code is entered twice, it is not double pegged in reporting statistics.
- Classification Codes can be 'forced', meaning the agent must enter a Classification Code either during the call or when in Work Timer to remain within compliance. Agents cannot remove Work Timer or become otherwise available to receive contacts until the Classification Code is entered.
- Account Codes can only be entered during a call, but Classification Codes can be entered during or after a call (while in Work Timer). There are often scenarios within which you set single or multiple Account Codes during a call and then set a Classification Code when the call terminates.

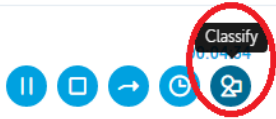


Note: Classification Codes are supported when handling voice contacts only and can only be applied to ACD calls.

To tag a call with an Account/Classification codes

Note: During a call, apply Classification Codes as you would Account Codes, but select 'Classification' in the Classify dialog window.

- a. Click **Classify**.



- b. Select a **AccountCode/Classification Code**. You can type the name or number of a Code in the Search field.

Classify
Anastasia2 Sta - 12102

Search

Filter: All Classification Account

Select a code

3	Licensing
5	Line of Business 1
6	Line of Business 2
-1	Non Compliant
4	Pre-Sales
1	Sales
2	Technical Support

Cancel



Note: If you enter a number in the search field, you can apply the Code by pressing 'Enter' when prompted.

Transferring calls

You can transfer calls to internal and external destinations. Internal transfer destinations include destinations programmed in the voice media server or in a cluster of voice media servers. External transfer destinations include dialable numbers not programmed in the voice media server or in the cluster of voice media servers. For example, agents in the Support queue receiving calls concerning account renewals can transfer these calls internally to the Sales queue, or agents can transfer calls externally to a supervisor's cell phone.

To receive transfers devices must be enabled to handle the contact's media type. Agents who are logged out, in DND, Offline (WEB), or whose presence is Unknown cannot receive transferred calls, but the call can be transferred to their voicemail. Agents who are either in Busy/Make Busy or at their call Workload limit can receive transferred calls.

Call transfers in Ignite are always blind transfers. In blind transfers, there is no communication with transfer destinations before sending calls. Calls are transferred immediately and the system does not monitor the outcome.

To perform a supervised transfer, you must use MiCollab Client, Contact Center Softphone, or Contact Center PhoneSet Manager. See the MiContact Center User Guide for more information.



Note:

- You cannot transfer calls on hold. Hold must be removed before the call can be transferred.
- You may only transfer contacts if you have the appropriate permissions.

The following procedures explain how to:

- Blind transfer calls to a voice-enabled employee or queue
- Blind transfer calls to a dialable number

To blind transfer a call to a voice-enabled employee or queue

- a. Click **Inbox** and select a call or hover over the item avatar and click **Accept**.
- b. Select the call or hover over the item avatar and click **Transfer**.
- c. To transfer to an employee, in the Transfer window click **People**, type the employee's name or number and proceed to step e.
- d. To transfer to a queue, in the Transfer window click **Queues** and select a queue from the list. To search queues, type the name of the queue in the '**Search**' field.
- e. To transfer the call, select the name of the appropriate employee or queue.

To blind transfer a call to a dialable number (WEB)

- a. Click **Inbox** and select a call or hover over the item avatar and click **Accept**.
- b. Select the call or hover over the item avatar and click **Transfer**.
- c. Click **People** and type the number of the transfer destination.
- d. To transfer the call, select the number.

Contacting agents before transferring calls

You can call other employees to alert them of an incoming transfer.

While on a call, initiating Click to Call begins a consultation call with the agent. The original caller is put on hold until the end of the consultation call.



Note: If an agent has multiple phone numbers, Ignite supports the number associated with the employee voice agent.

To Click to Call

- a. Click the **Contacts** button.
- b. If the destination is not a recent contact, type its name or number in the **Search** field.

- c. Hover over the destination's avatar and click **Call**.

Handling calls using the Active Call window

When on a call, agents can use the Active Call window for basic call handling options.

To handle a call using the Active Call window

- a. When on a call, click the **Phone** button.
- b. Choose a call handling option.
- c. To close the Active Call window, click the **Phone** button.

Chapter 6: REVIEW

Exercise 6: Knowledge Check

Ignite's phone functionality supports multiple lines.

- a. True
- b. False

Ignite's phone controls are not supported for External Hot Desking Agents.

- a. True
- b. False

Agents cannot pick or pick and reply to contacts from the queue if they are in Do Not Disturb.

- a. True
- b. False

Agents may only pick or pick and reply to contacts from the queue if they have the appropriate permissions.

- a. True
- b. False

Calls on hold may be transferred.

- a. True
- b. False

Appendix

Chapter 1: REVIEW

Exercise 1.1: Answers

1. a,d,e,f
2. a
3. a,c
4. b
5. a,b,c,d

Exercise 1.2: Answers

1. e
2. a
3. d
4. c
5. b

Exercise 1.3: Answers

1. Dashboards
2. **Green**— Indicates an Available state
Red— Indicates an ACD or Do Not Disturb state
Yellow — Indicates a Make Busy or Work Timer state, or that the agent is logged in, but not present to any of their agent groups
Blue — Indicates that the agent is in a non-ACD state
Gray — Indicates the agent is logged out or otherwise unavailable
3. An **overriding state** is a state that supersedes other states. States higher in the list override the states appearing lower in the list.
4. No, do not submit product defects using Feedback.
5. Agents are placed in a Work Timer state after completing a contact. During Work Timer agents can complete after-contact work, such as speaking with a supervisor, without having this downtime affect their performance statistics.

Chapter 2: REVIEW

1. See [Overflowing and Interflowing Contacts](#)
2. See [Account Codes](#)
3. See [Account Codes](#)
4. See [Sending Contacts back to Queue](#)
5. Viewing [Contact History](#)

Chapter 3: REVIEW

1. a
2. a
3. b
4. a
5. b
6. b
7. d
8. a
9. a
10. a

Chapter 4: REVIEW

1. a
2. a
3. a

4. 
5. 

Chapter 5: REVIEW

1. a
2. a
3. a,b,c
4. b
5. b

Chapter 6: REVIEW

- a. b
- b. a
- c. a
- d. a
- e. b