SUNCO
COMMUNICATION & INSTALLATION

Handling Calls in Mitel Web Ignite

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Sunco is your trusted independent business telecom and managed IT systems integrator

At Sunco, our passion is to make business communication easier for our clients.

We are your trusted independent business telecom and managed IT systems integrator, with more than 20 years of experience helping companies get more from their telecommunications and IT services. Our focus on becoming a long-term strategic partner to each of our clients is second to none.

We help clients of all sizes find areas of cost savings, increased protection and improved performance. Our experience with both the fundamental and cutting-edge of business communications and managed IT services allow us to work with businesses to determine the best solutions to support their ongoing success and provide added peace of mind.

From everyday business telecom services to implementing fully managed, customized cloud, networking and security solutions that can scale as a business grows, we help our clients identify, adopt and implement the secure, flexible, scalable and personalized services they need to succeed. And we deliver high-quality, integrated business communications and managed IT solutions with the employee-level commitment and collaborative approach every client relationship deserves.

Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, email billing@sunco.ca or please call (780) 809-1786 or 1 (888) 782-9357.

After-hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding accounting, please call (780) 809-1786 or email billing@sunco.ca.

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How to Answer a Voice Call

To handle a call in MiContact Center Business, the agent must make sure that they are present to the agent group and in an available state.
When a voice call is pushed through, the call center agent will receive a notification and they can accept the phone call. If the agent misses the notification, they can select inbox and view the voice call from there.
*Note**You cannot decline an explicit ringing call. **
Hover over the item's avatar and select the checkmark to accept the call. The preview pane will open with the details of the voice call. Select the checkmark again to open the available media functions in the active voice call.

AVAILABLE MEDIA FUNCTIONS

HOLD

HANG UP

TRANSFER

INVITE

APPLY CODE

RESOLVE

FLAG FOR FOLLOW-UP

REQUEST HELP

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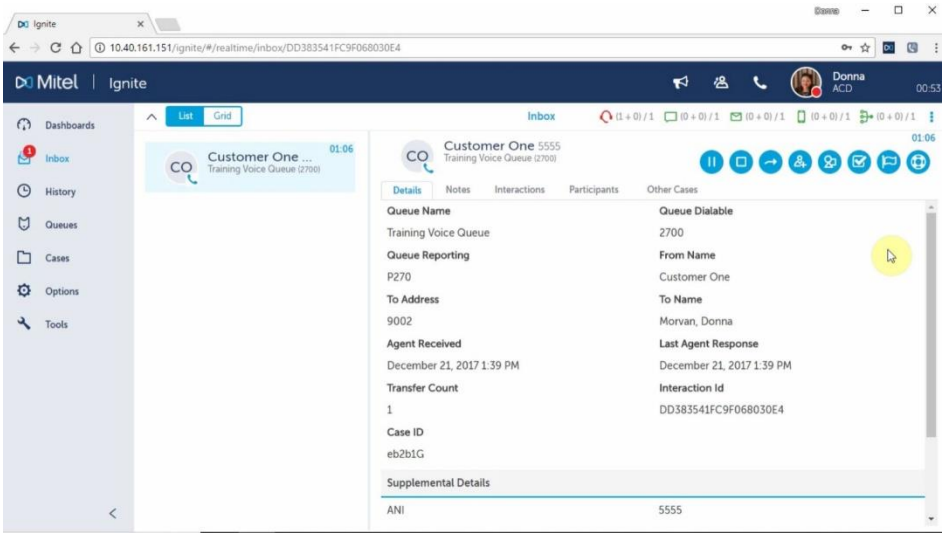
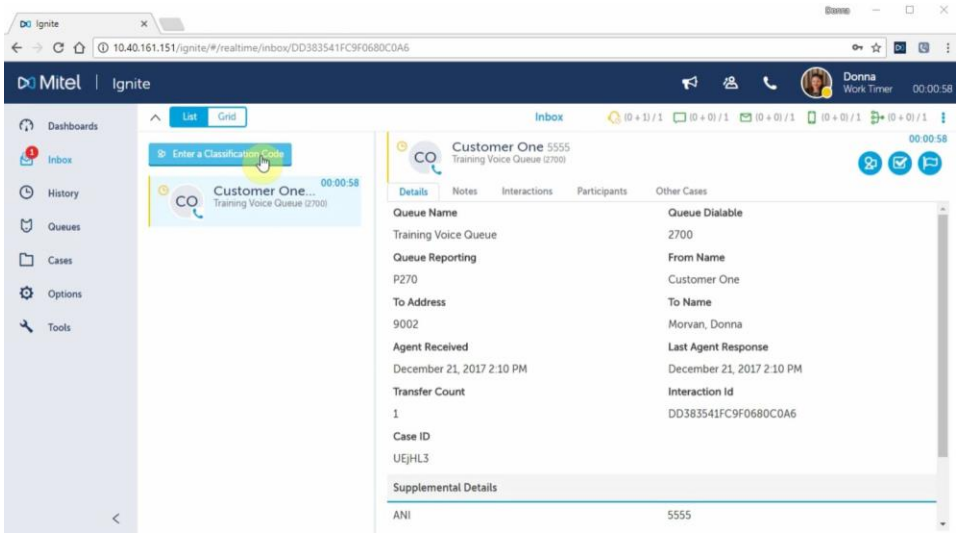
In the active call, you can view the customer's history and journey with the organization. This can include **details, notes** logged by another agent or automated by the system, the **interactions** associated with this case, **participants** involved, and any **other cases** associated with the customer.



How to End a Voice Call

When the agent has decided that the voice call has ended, they can hang up on a voice call. Depending on the site configuration, the agent will have to enter apply a code to clear the work timer state. The codes are programmed by the system administrator for reporting purposes. After applying the code, the agent is still in work timer state. Once the code has been applied, the agent can wait for work timer to expire or they can go ahead and clear the work timer.



How to Perform Blind or Supervised Transfers

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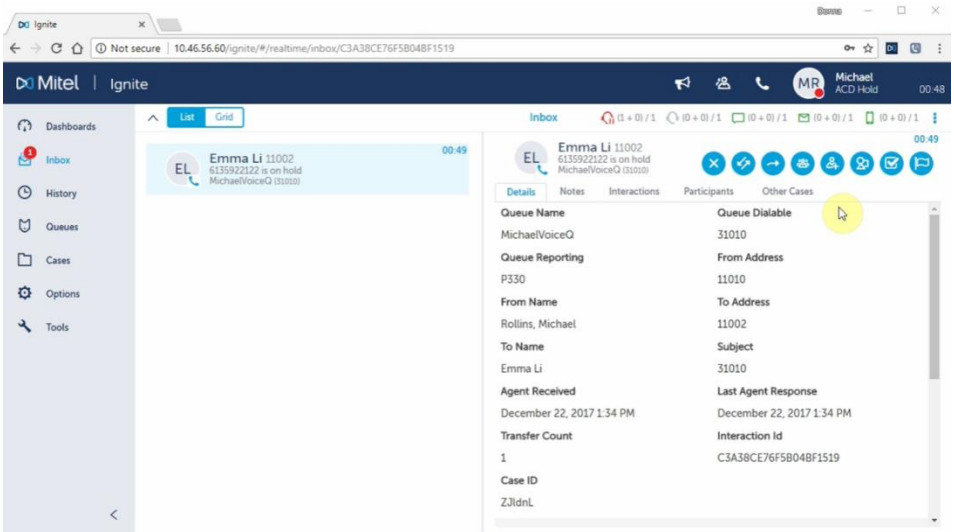
If the resolution to a customer request requires transferring the customer request to another person or queue, the agent can do so by selecting the **transfer** button. The agent can perform a blind transfer or a supervised transfer. *Note**You cannot transfer the call to an offline agent. Doing so will result in an error stating the transfer cannot be completed. It is important to check the accompanying state indicators.*

How to Perform a Blind Transfer

1. In the active call, select .
2. In the transfer window, filter by **queue, employee, external contact, or an active directory** contact.
3. In the search bar, enter contact details.
4. Select the contact.
5. Once the contact is selected, the call is now ringing the other party and the caller is on hold. A new call to the other party appears in your inbox. To perform a **blind transfer**, select the button.



How to Perform a Supervised Transfer

1. In the active call, select .
2. In the transfer window, filter by **queue, employee, external contact, or an active directory** contact.
3. In the search bar, enter contact details.
4. Select the contact.
5. Once the contact is selected, the call is now ringing the other party and the caller is on hold. A new call to the other party appears in your inbox. To perform a **supervised transfer**, the agent waits until the other party answers instead of selecting right away. When the other party accepts the transfer, the agent can brief them about the reason for the call, to relieve the customer of having to explain again.
6. After consulting the other party, select to complete the transfer.

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Please note the other **AVAILABLE MEDIA FUNCTIONS** when transferring a call.

CANCEL

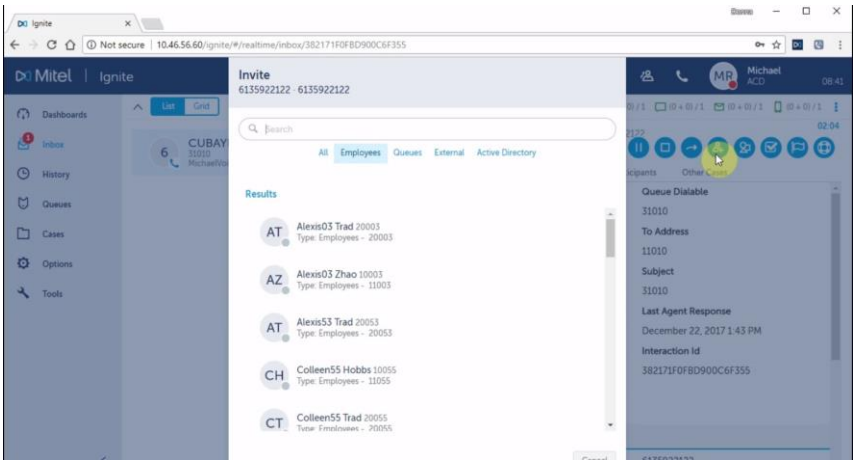
SWAP

CONFERENCE

How to Invite Another Party to a Call

While the agent is in a call with a customer, the agent can invite other parties to create a conference. It is important to note that a call cannot be transferred in a conference. You can hang up to leave or put the call on hold. Up to five parties can be included in a conference call.

1. In the active call, select the button.
2. In the **invite** window, search and filter to find the other contact to be invited.
3. Once located, select the contact. The call is placed on hold and a new call to the invited party is now in the agent's inbox.
4. When the invited party accepts the invite, select the conference button to join all calls.



How to Request for Help

How to Place a Request for Help Call

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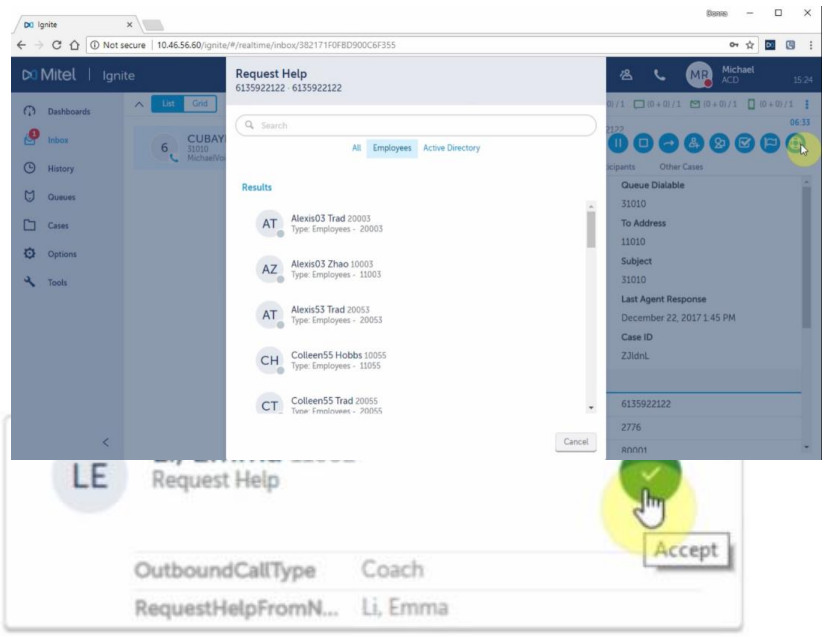
1. Select the button.
2. In the **Request Help** window, select a voice enabled employee. Once the desired contact is found, select **call**.
3. If the **Request Help** call is answered within 60 seconds, the agent will be notified that request help has been established.

Once the contact accepts the request, they are now in **silent monitor mode**. This means that the person the agent requested help from can hear the call but cannot directly converse with the parties unless they are escalated to coach. Now that they are listening, they can coach to help resolve the customer request or concern.



How to Answer a Request Help Call

1. Click on the accept button to accept the request.

Once request help is established, the receiving party will be placed in an outbound state and will have a next to their name. In the preview pane, details will be provided about the request for help interaction.
*Note**Request help calls cannot be cancelled once they are in progress. If the request help call is not answered, after 60 seconds, the request help call times out and the call would have to be placed again.*

How to Make a New Call (2 Ways)

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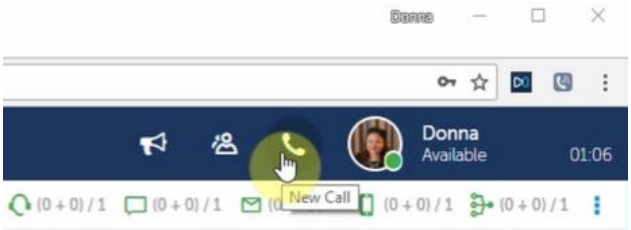
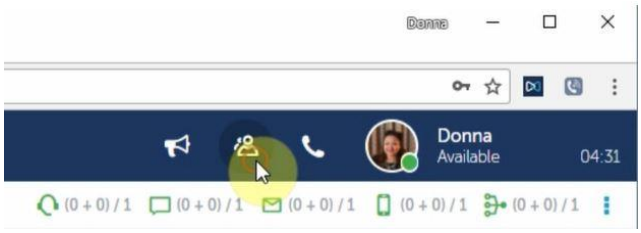


1. Select the new call icon in the header.
2. In the Voice Contacts window, enter a valid dialable number or search and filter to locate the person the agent wishes to call.
3. Hover over the avatar and select call OR select the contact to view contact details. From there, select the call button

OR



1. Open the Contacts window.
2. Enter a valid dialable number or search through the contact records.
3. Hover over the avatar and select call OR select the contact to view contact details and from there, select the call button

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