Intuition 1000 Switchboard Operators Training Guide

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Overview

The Intuition 1000 Switchboard is a screen-based console, which replaces the switchboard with a PC.

The Intuition 1000 Switchboard comprises of 5 basic modules

Switchboard	Allows the operator to process calls using a standard PC keyboard.
Person	A directory containing fields that the operator can search and extend a call on.
Absence	A register of absences against entries in the person module.
Topic	An additional database with information and telephone numbers. The operator can search on key words and numbers can be hyper linked so the operator can extend the call from the topic page.
Person Specific Announcement	Greetings recorded by the operators for a variety of call types.

Optional modules

Operator Statistics	Historical and Real Time Operator statistics
PCN	Priority Call Notification. A call type can be given a priority i.e. Emergency, and the call will be the first to be answered.

Logging on to your Computer

To logon to Windows press Ctrl + Alt + Del keys together. Type in your password (the default password is password). This could be your network logon id and password. Your System Administrator will be able to supply these.

Opening the Switchboard module

Double click on the Switchboard module icon. The Logon dialogue box will appear as below:-

Enter your User name and Password. (Your Administrator will be able to supply these)
Click Ok.

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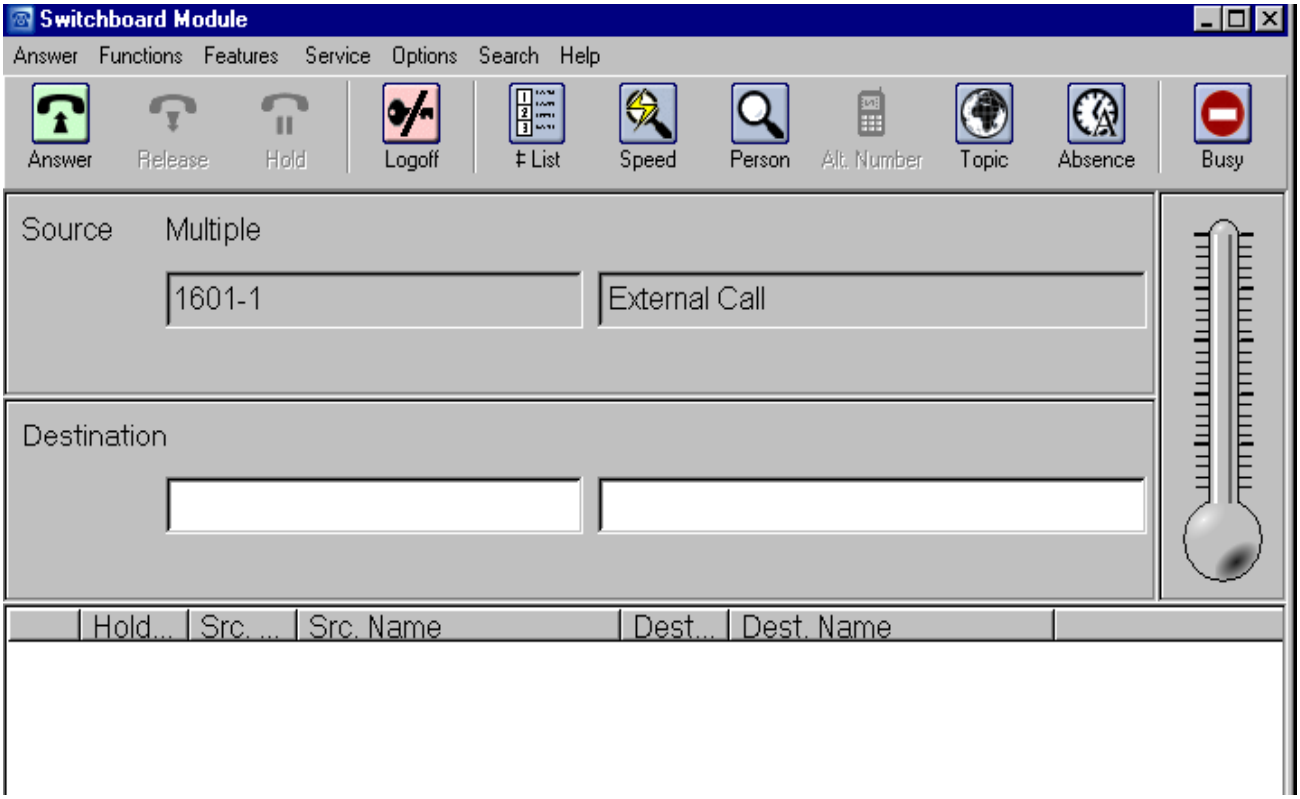
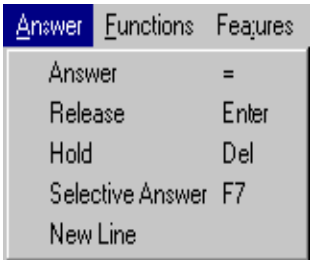
Switchboard Layout



Menu Bar

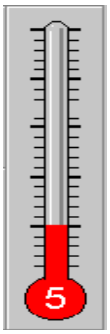
The top portion marked Answer, Functions, Features, Service, Options, Search & Help is known as the menu bar.



Tool Bar

You may use the mouse to access functions.

Queue Meter



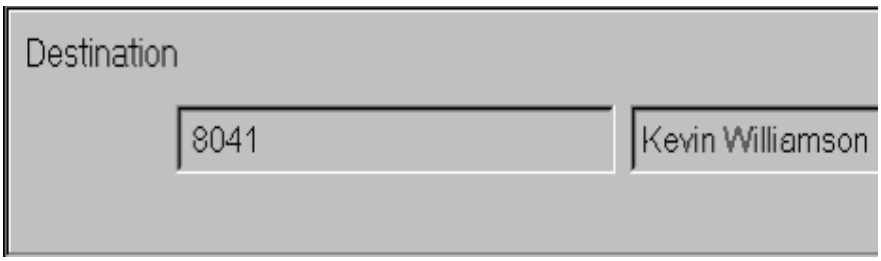
The thermometer gives you the total calls waiting.

Source Panel

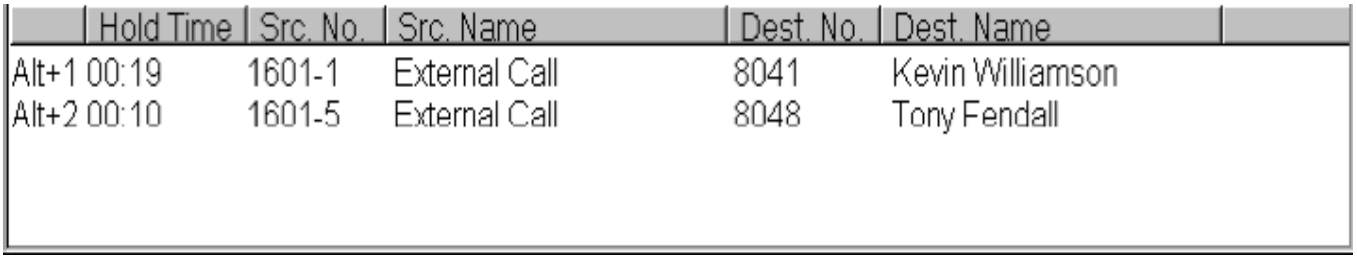
Displays the information on incoming calls.

Destination Panel

Displays the information on the destination of a call.



Hold Panel



	Hold Time	Src. No.	Src. Name	Dest. No.	Dest. Name
Alt+1	00:19	1601-1	External Call	8041	Kevin Williamson
Alt+2	00:10	1601-5	External Call	8048	Tony Fendall

Displays information on the calls held on the switchboard.

Information Panel

There are two indicators in the first part of the Information Panel
The first indicator displays your Connection Status to the Operator Gateway/CIU/M2250 etc
Green = Connected, Red = Not Connected
The second indicator is your connection to the handset or headset.
Green = Connected, Orange = No Status Available, Red = Not Connected

Switchboard Module Status

The second part of the information panel shows the status of the switchboard.

Status	**Description**
Idle	You are ready to take a call
Active	You are currently processing a call
Busy	Your Switchboard is currently unavailable, for instance, you are on a break.
Night	The Switchboard is in Night Service and cannot take any calls.

Database and User display

The third part of the information panel shows the database and user login.

Microphone and Handset/Headset Status

The fourth part of the Information Panel displays the Operator's Microphone status for both PSA and when in a call by showing a Microphone icon. If the microphone symbol is crossed through it means it is muted. The operators Headset/Handset volume is shown as a percentage next to the microphone symbol.

Date and Time

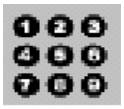
The fifth part of the Information Panel displays the current date and time.

Alarm Display

The last part of the Information Panel is used to display faults. These messages include “Minor Alarm”, “Major Alarm”, “Intuition 1000 not connected to M2250” or “Headset/handset not connected.

Graphic Symbols on the Switchboard

These are the symbols you will see as you process calls:

Symbol	Action	Description
	Speech	You can speak to and hear your caller or the person you’ve called
	Ringing	The Ringing symbol is displayed when the selected extension is ringing
	Busy	Indicates the number you have dialled is busy
	Dial	Indicates you can key in an extension or external number.

Keyboard Layout

The keys marked F1 to F12 at the top of the keyboard are known as function keys. The function keys are printed with the specific switchboard functions and are colour coded to match the shift or control keys.

Ctrl (Yellow)		Display Calls Waiting	Message Indicate	Message Cancel
Shift (Orange)		Release Source	Barge In	Busy Verify
White	Help	Number List	Take Message	Redial
	F1	**F2**	**F3**	**F4**

Ctrl (Yellow)	Semi Automatic Camp-On	Serial Calls	End to End Signalling	Network Attendant Service
Shift (Orange)	Break In		Metering	3 Party Conference
White	Conference	Trunk Groups	Selective Answer	Change Speech Direction
	F5	**F6**	**F7**	**F8**

Ctrl (Yellow)	Speed Call	Parking		Alternative Number
Shift (Orange)		Called Numbers	Create Absence	General Search
White	Emergency	Reconnect	Topic Search	Speed Search
	F9	**F10**	**F11**	**F12**

These functions can also be accessed from the drop down menus at the top of the Switchboard module.

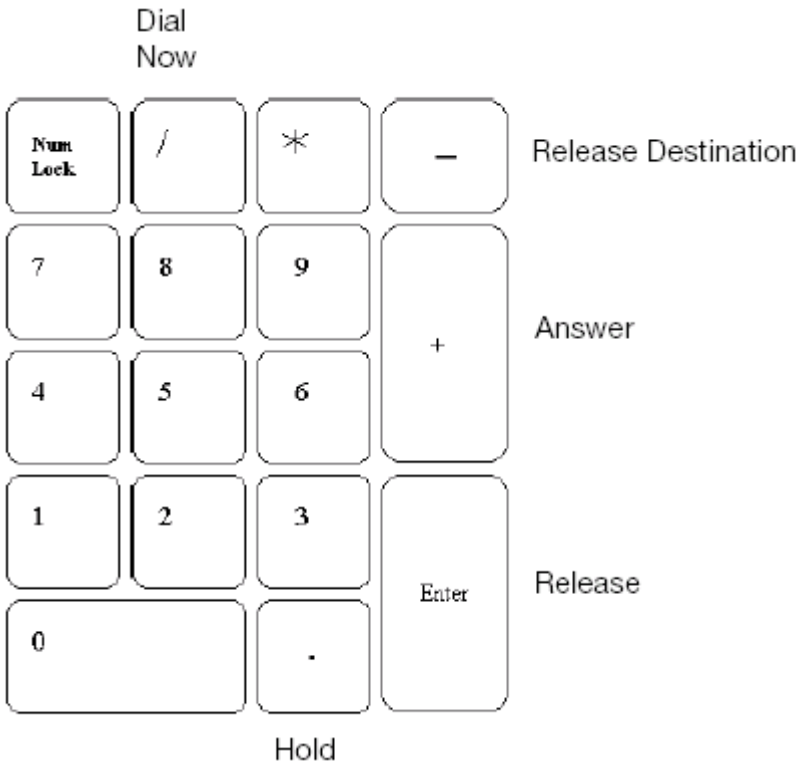
Feature Key Definitions

Key	Feature	Feature Definition
F1	Help	Contains all Help files
F2	Number List	A speed list specific to a console
Shift + F2 Orange	Release Source	Release the caller in the Source field
Ctrl + F2 Yellow	Display calls waiting	Displays calls waiting in the Queue, this is can be used if the ‘Q’ meter is turned off
F3	Email	You can send Emails, if the address is in person and you are linked to Outlook
Shift + F3 Orange	Barge In	To check the status of a Trunk line
Ctrl + F3 Yellow	Message Indicate	To register a message for an extension (if configured)
F4	Redial	Last number redial
Shift + F4 Orange	Busy Verify	To break in to check an extension status
Ctrl + F4	Message cancel	To cancel a message for an extension
F5	Conference	Setting up a conference call of up to 6 parties
Shift + F5 Orange	Break In	Breaking in of an established call
Ctrl + F5 Yellow	Semi Automatic camp on	This is used when call are always announced the call recalls to the operator when the line is busy
F6	Trunk Groups	To close and open trunk lines to the consoles
Ctrl + F6 Yellow	Series Calls	Automatic return of a call to console when internal call has been terminated
F7	Selective Answer	Operator selection of type of call to answer first
Shift + F7 Orange	Metering	Overseas Meridians only
Ctrl + F7 Yellow	End to End Signalling	Sending DMTF tones
F8	Change speech direction (Mute)	Control of muting calls between source and destination
Shift + F8 Orange	3 Party Conference	Speech between source, destination and console

Ctrl + F8 Yellow	Network Attendant Service	Multiple site networked Meridians
Ctrl + F9 Yellow	Speed Call	Setting up of speed call; pressing Ctrl F9 with a loop open will allow you to dial a speed dial no.
F10	Reconnect	To reconnect a recall
Shift + F10 Orange	Called Number	A list of the last 20 called numbers
Ctrl + F10 Yellow	Parking	Parking a call within the system
F11	Topic	Topic search
Shift + F11 Orange	Create Absence	Creating an absence
F12	Speed Search	Perform speed search
Shift + F12 Orange	General Search	More detailed search
Ctrl + F12 Yellow	Alternative Number	Alternative number search

The Numeric Keypad

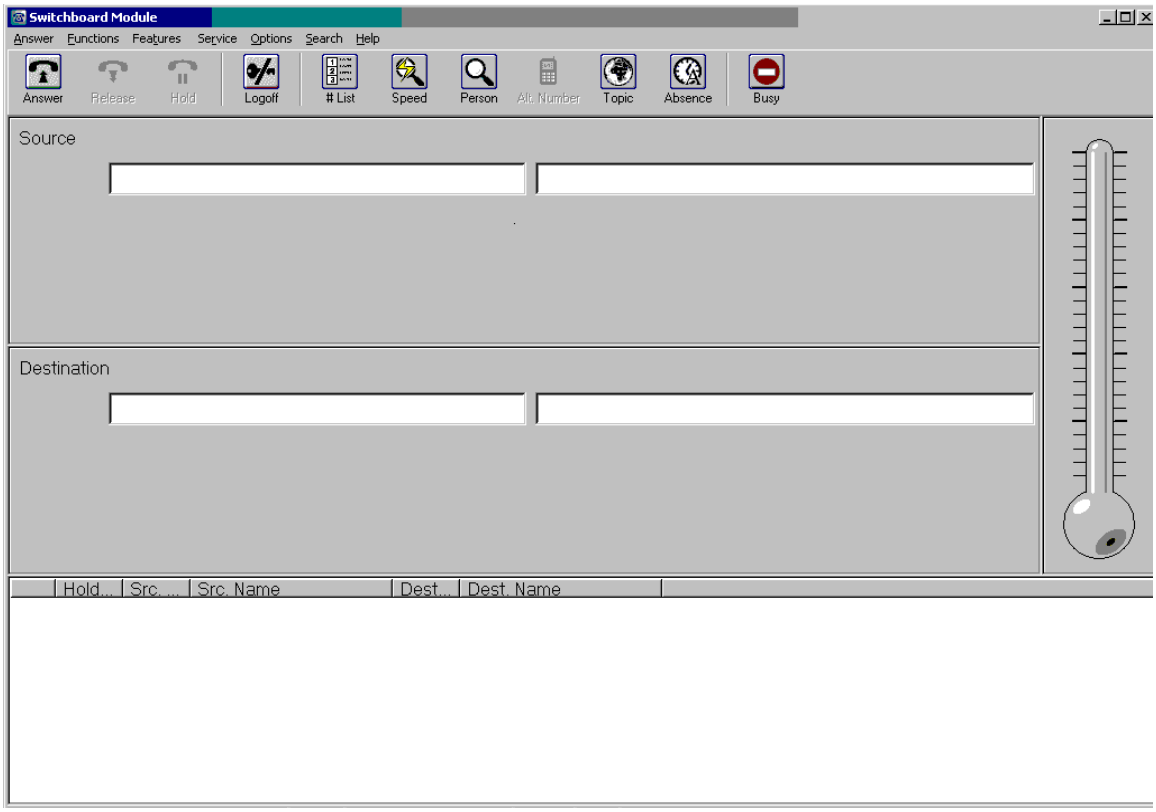
The numeric keyboard is shown below:



Note: The Num Lock light on the top right of the keyboard should always be lit.

Opening the Switchboard Module to Process calls

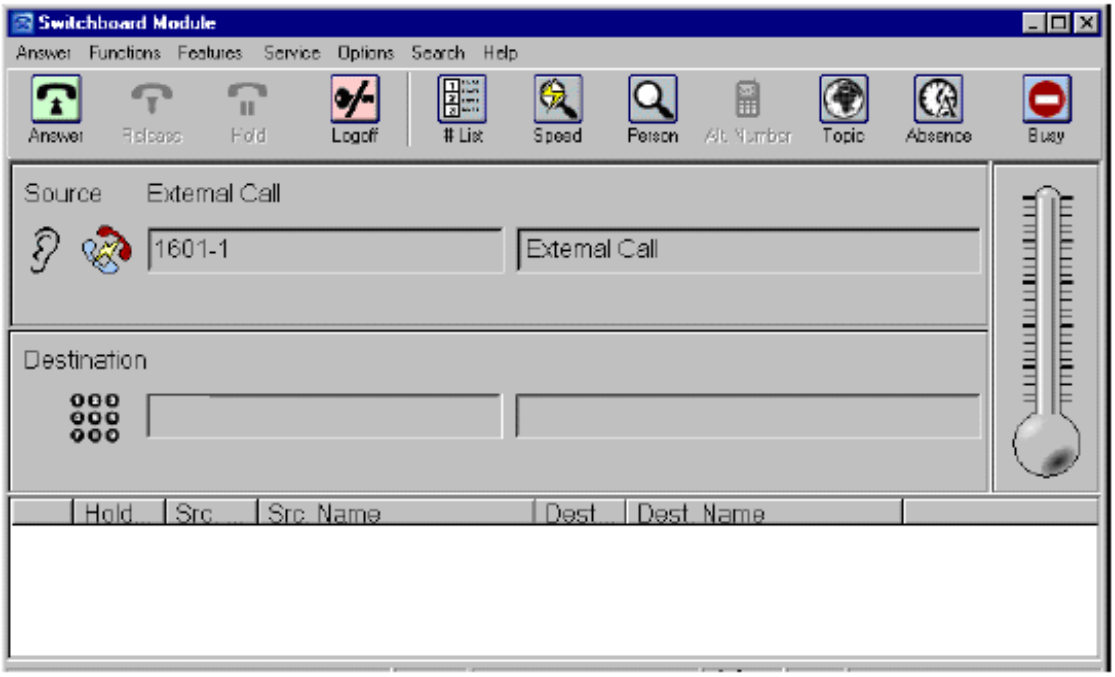
When you have logged on to the Switchboard module the following appears:



Select the Busy Icon with your mouse, or Shift + Minus key to take the switchboard off Night Service. You are now ready to take calls.

Answering Calls

When a call is presented to the console, press the answer key and the following will appear:-

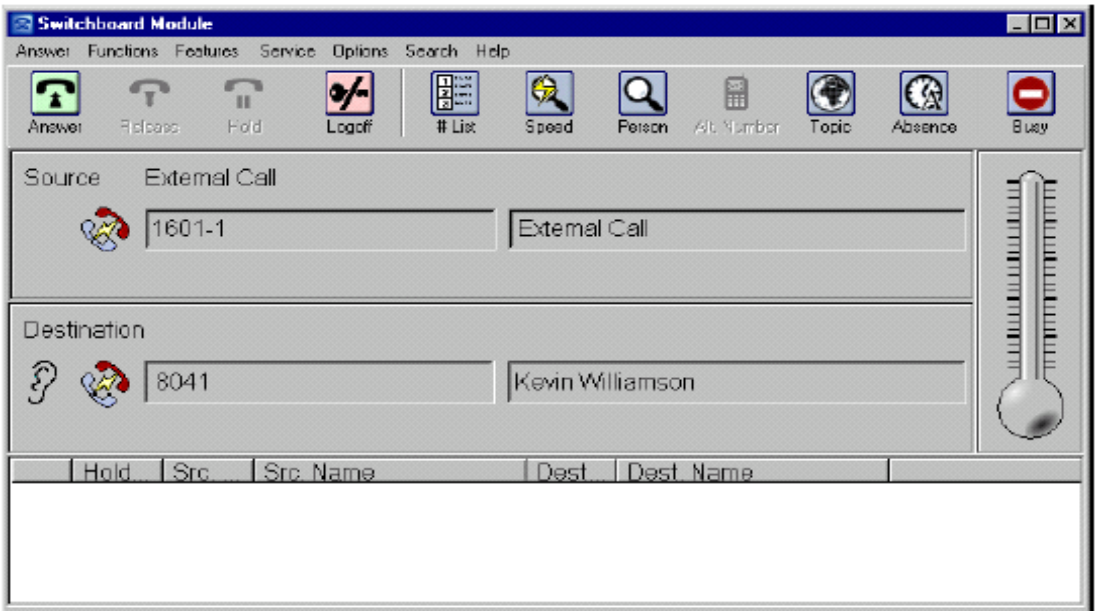


Extending a Call to an Extension

Dial the number required and press the release key

Announcing a call to an extension

Dial the number required and wait for a response. You'll see the following: -

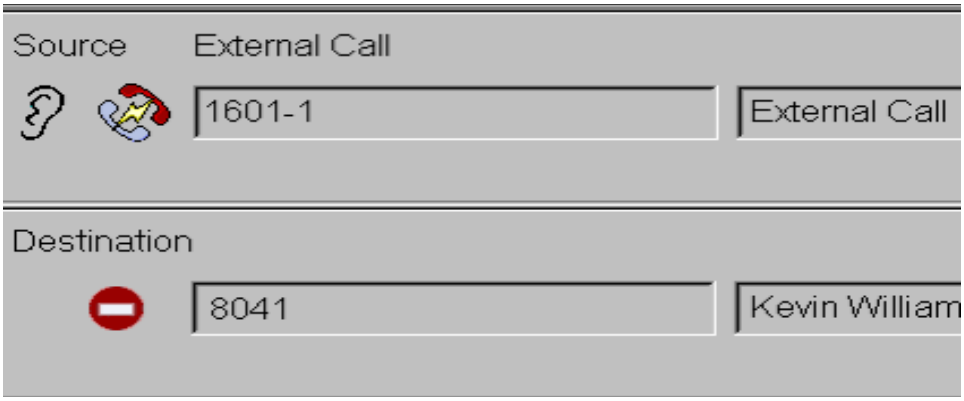


Announce the call and press the release key to extend the call.

Note. If you need to get back to the caller with the extension on line, press F8 (ear moves to source panel). Press F8 to get back to extension (ear moves back to Destination panel). If the extension does not want to take the call, press Rel Dest key.

Handling Calls to a Busy Extension (Camp-On)

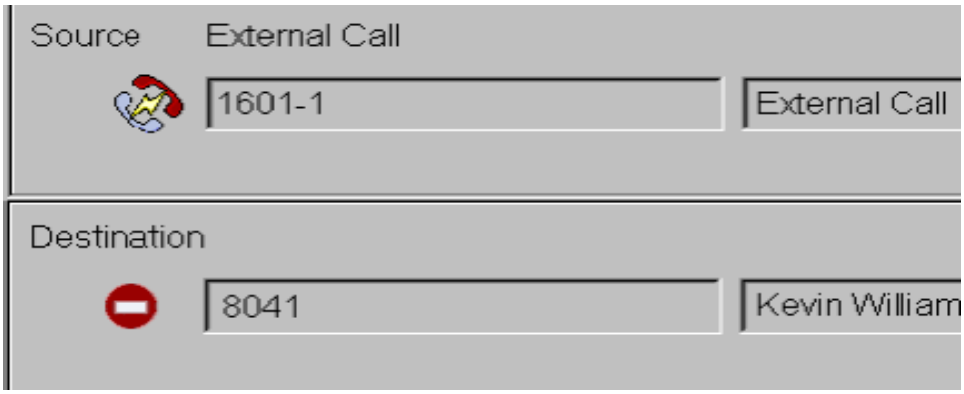
Answer the call, and if the extension is busy you will see the following



If the caller wishes to hold at that extension, press the release key.

Handling Calls to a Busy Extension with a Call Holding

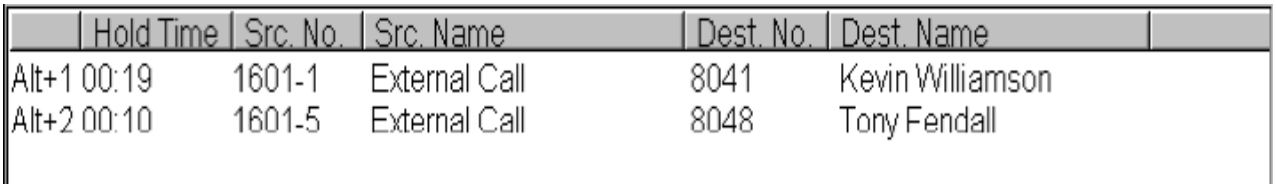
Answer the call; you will hear busy tone and will not be able to speak to the source (no ear).



Press release destination key to speak to the caller, advise them that the line is busy with a call holding.

Holding calls at the switchboard

To hold a call on the switchboard press hold key on the keypad.



	Hold Time	Src. No.	Src. Name	Dest. No.	Dest. Name
Alt+1	00:19	1601-1	External Call	8041	Kevin Williamson
Alt+2	00:10	1601-5	External Call	8048	Tony Fendall

To retrieve the call on hold, select Alt + Number or double-click on the call using the mouse.

To Make a External Call

There are a number of ways to initiate making a call.

Press the answer key. The Dial pad appears in the source panel.
Dial 9, followed by the number required.
Select the ‘Dial Now’ key.
When you have ended the call select Release.

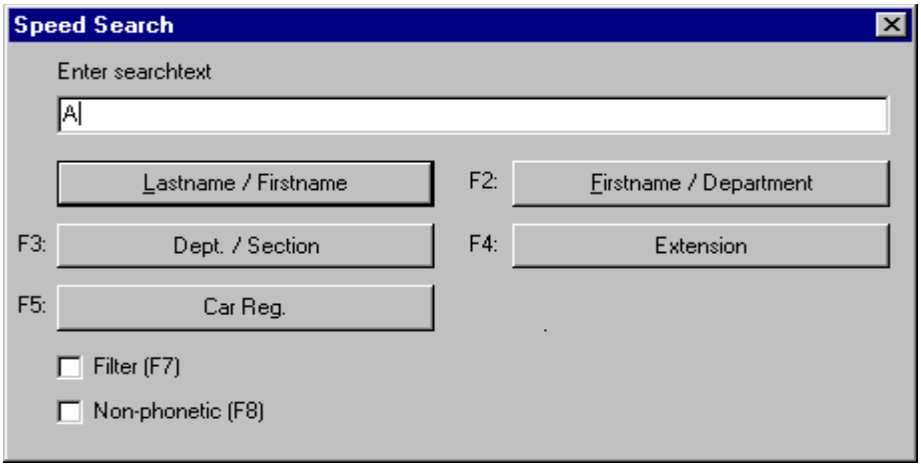
If you wish to extend the external call to an extension
The dial pad will appear in the destination panel when you have completed the above.
Enter the extension number.
Select Release.

Note 1
If call is in the queue, pressing answer will answer the incoming call. If you need a new line/ need to override answering queued calls, click the ‘Answer’ menu & choose the option ‘New Line’; this will override the calls in the queue.

Note 2
The access code 9 is an example for dialling external numbers; yours may be different

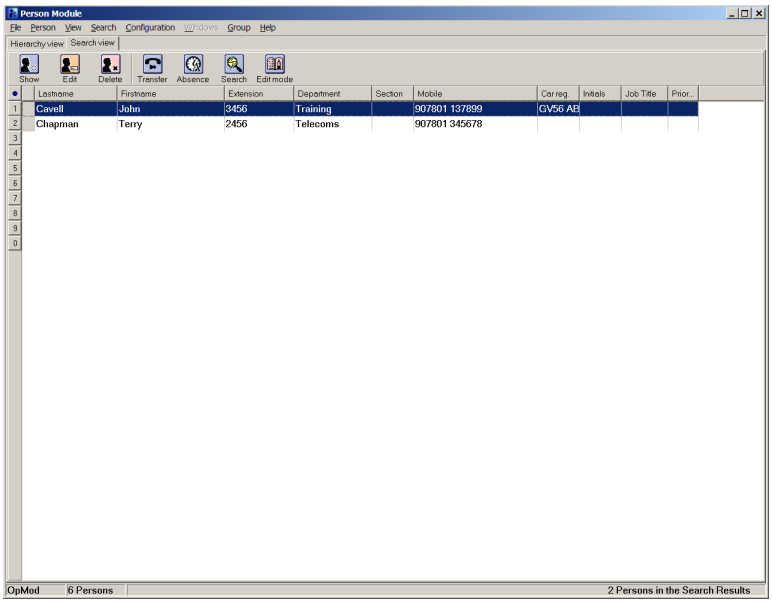
Transferring a Call Using Person Module

Answer the call and key in the first few letter(s) of the search criteria, i.e., last name as in the example below:



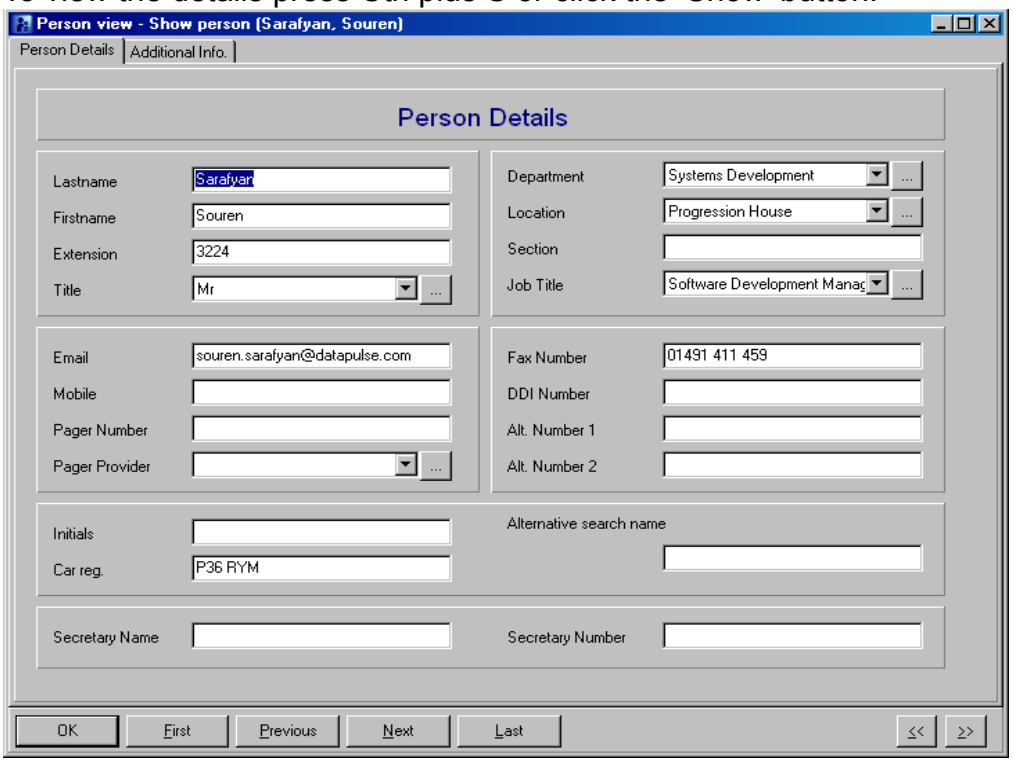
The less you key the more you see!

Press the enter key for a Lastname search or F2 etc for other options i.e. Firstname. See example below of search result.



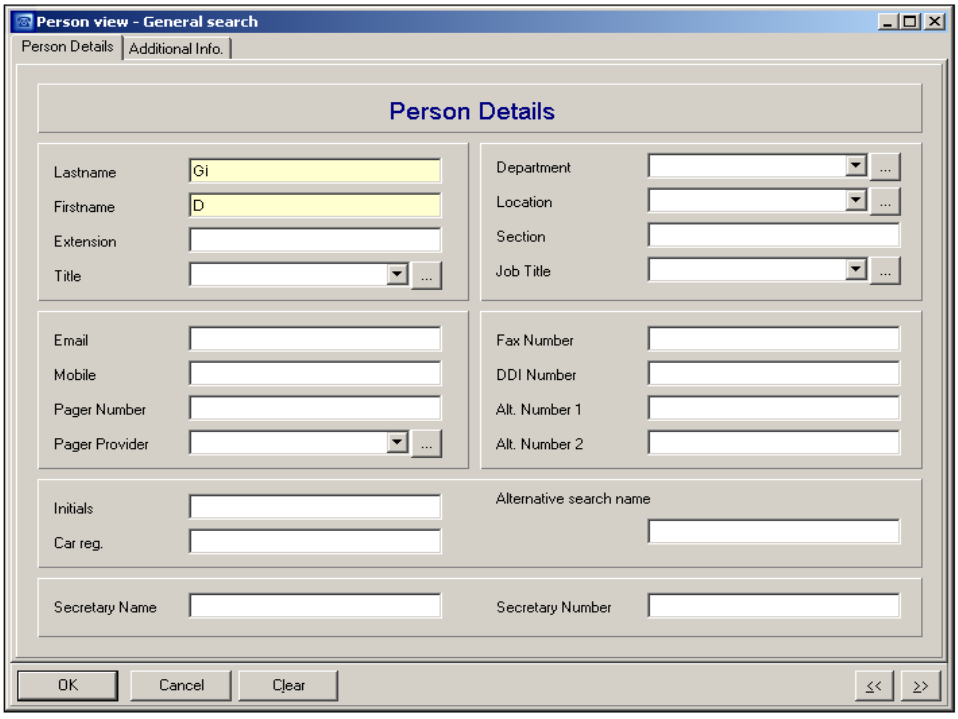
To extend the call to the highlighted entry
Select the Enter key to bring the extension to the switchboard
Select the Enter or Enter/Release key to extend the call to the extension

To view the details press Ctrl plus S or click the ‘Show’ button.



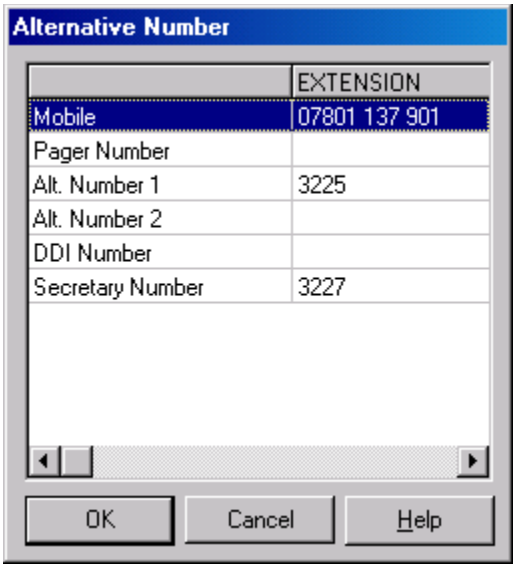
General Search

Select Shift +F12 or the General Search Icon enter criteria, Select OK



Alternative number searching

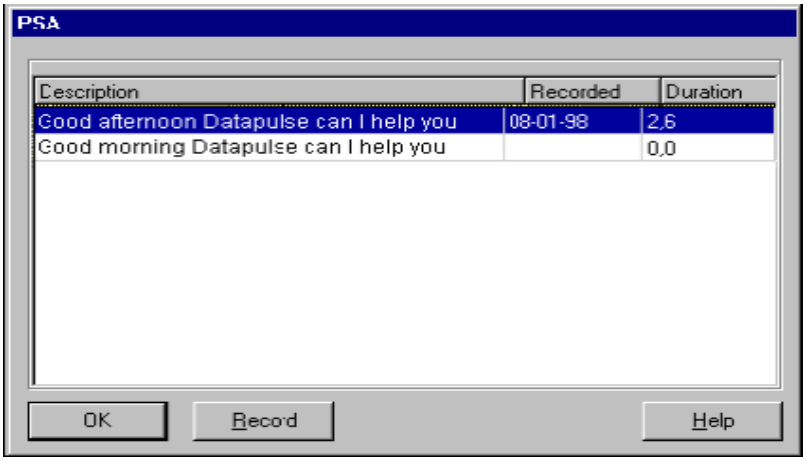
To search for an alternative number for a directory entry
Select the person
Select Control + F12
The Alternative numbers list appears
Select the number
Select OK



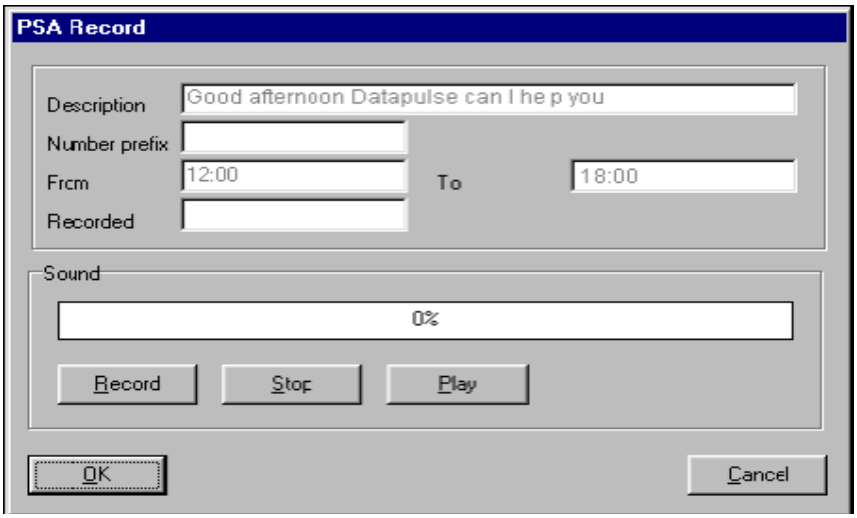
Person Specific Announcement

Recording Person Specific Announcements
(PSA profiles will need to setup by System Adminstrator)

Press Answer to pick up a line first then select the Service drop down menu
Select PSA



Select the Description you wish to record an announcement.
Select Record



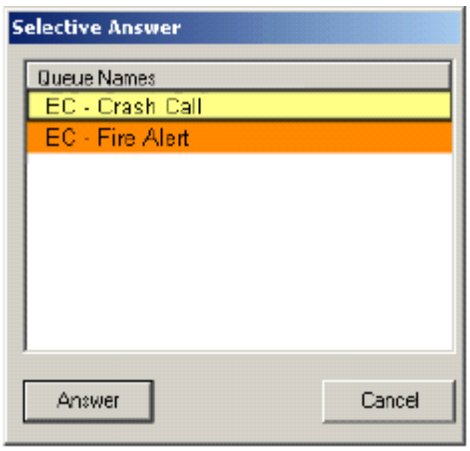
Select Record
Record your Announcement
Select Stop
Select Play to hear the announcement
Select OK
If you wish to rerecord, repeat the sequence.

Priority Call Notification (PCN)

When a priority call is presented to the switchboard the following appears:

If two priority calls arrive at the same time the Selective Call window displays allowing the operator to select which one to answer first.

Example below:



Closing the Switchboard and Shutting down the PC

Put the switchboard into Night Service
Log off from taking calls.
Close down all modules.
Select the start menu on the task bar
Select Shutdown