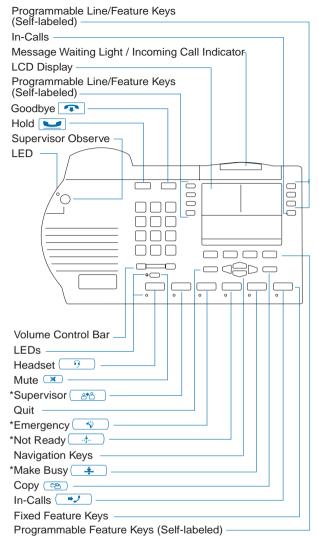
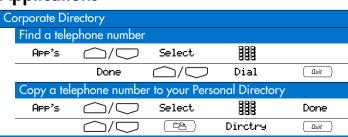
### Introducing your Meridian M3905 Telephone

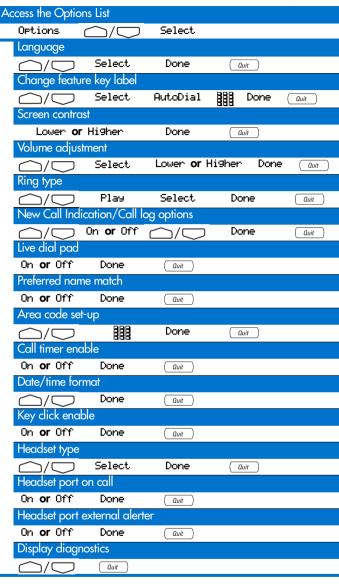


<sup>\*</sup>Note: These keys can be re-configured to meet the user's needs. You may purchase the optional Key Cap Package from your Nortel Networks distributor.

### **Applications**



### Programming your Meridian M3905 Telephone



### Applications (continued)

P P 3	0110 (001111110	<b></b> /		
t-to-Set Me	ssaging			
	<u> </u>			
Activate				
Oppis	$\bigcirc$	Select.	Edit.	
		201000		
	888	Done	On <b>or</b> Off	Quit
	000			
	•	t-to-Set Messaging Activate	Activate  App's / Select	Activate  APP's \(\sim\) \(\sim\) Select Edit

P0942075 Standard Issue 1.00



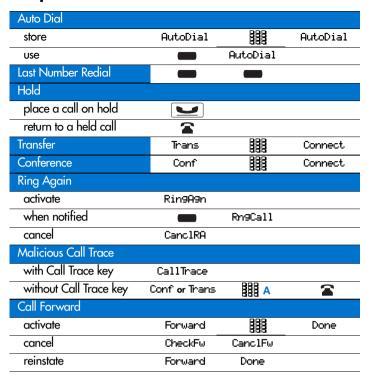
# Meridian Digital Telephones

# M3905 Call Center Quick Reference Card



For additional information on the operation of your telephone, please consult the Meridian Digital Telephones M3905 Call Center Telephone User Guide.

### **Telephone Features**



## **Call Center Agent Features**

Activity Code		888 B	
ACD calls		444	
In-Calls indicator flashes	→ <b>ノ</b> C		
end an ACD call	or i	or	or
Emergency	*		
Not Ready			
to perform post-call tasks			
to receive ACD calls again			
Non-ACD calls			
to answer when ringing	<b></b>		
to make a non-ACD call		888 H	
Communicate with your supe	ervisor		
LED indicator flashes			
on a call when LED indicate	or flashes		( a*a)
call your supervisor			
return to ACD call	<b>-</b> J		
Conference with supervisor	and ACD call		
Transfer call to supervisor			T

Walkaway and Return			
on active ACD or non-AC	D Call	<u></u>	D
in Not Ready mode			D
Return from Walkaway	E		or 📦

### **Call Center Supervisor Features**

Answer Agent (when indicator flashes)			(≗64
Answer Emergency (when indicator flashes		*•	
Call Agent		999 F	
Interflow (when call queue ex	ceeds threshol	d)	
activate	Interflow		
deactivate	Interflow		
Night Service			
enter Night Service	Night	6 ( "N" for N	light)
transition to Night Service	Night	8 ( "T" for T	ransition)
exit Night Service	Night	3 ( "D" for D	Day)
Observe			
Observe agent	( <u>2</u> 2)	888 K	
talk to observed agent	( <b>44</b>		
leave Observe mode	•		
Display agent status	DisplayA9t		
Display queue	DisplayQue	or (°<⊏⟩JJ)	

### **Agent and Supervisor Features**

Agent login	E → → → → → or	
Login with Agent ID and Multiple Queue Assignment		
default login	→ <b>ノ</b>	
Correct errors during the logir	n procedure	
to correct previous entry	<b>₿₿₿</b> H	
Agent Logout	D	
Damarka		

### Remarks

- A Dial the Malicious Call Trace Flexible Feature Code (FFC).
- B Dial the code that corresponds to your current activity.
- C If Call Forcing is configured, the call is answered automatically.
- Disconnect your headset.
- Connect your headset, or press the Headset key 10 to turn off the LED if you are using the optional handset.
- F Dial the Agent's Position ID.
- G Dial your Agent ID (if required).
- H Dial [1] #, if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered

_egend	
888	Dial the number (see "Remarks").
	Press a non-ACD (not In-Calls) extension key.
📥 or 🖀	Press the key located beside the indicator.

### Call Log and Directory

