

Avaya IP Office Standard Mode Release 8 – 9

Set Up Call Coaching/Coaching Intrusion

Telquest Tech Support

Call Coaching/Coaching Intrusion allows a User to listen in to the conversation of another User and be able to comment to them without the remote party hearing the comments.

The screenshot shows the Avaya IP Office Standard Mode interface. The left pane displays a tree view of IP Offices, including BOOTP (27), Operator (3), Standard R9-0, System (1), Line (4), Control Unit (2), Extension (9), User (11), Group (1), Short Code (58), Service (0), RAS (1), Incoming Call Rcv, and WanPort (0). The middle pane shows a list of users, including RemoteManager, NoUser, Extn201 (201), Extn202 (202), Extn203 (203), Extn204 (204), Extn205 (205), Extn206 (206), Extn207 (207), Extn208 (208), and Jim Smith (444). The right pane shows the 'Extn201: 201*' configuration page, which includes tabs for Menu Programming, Mobility, Group Membership, Announcements, Personal, User, Voicemail, DND, Short Codes, Source Numbers, Telephony, and Forwarding. The 'Button Programming' tab is active, showing a table of buttons with columns for Button, Label, Action, and Action Data. A context menu is open over the 'Call' button, showing options like Busy, Call, Dial, Group, User, Emulation, Advanced, and Appearance. The 'Call' option is selected, and a sub-menu is open showing options like Dial, Not Disturb, Extension, Follow Me, Forward, Hold, and Hunt Group. The 'Coaching Intrusion' option is highlighted in the sub-menu. The 'Edit Button' dialog box is open, showing the button number 4, label 'Coaching', and action 'Coaching Intrusion'. The 'Action Data' field is empty.

1. Click here...

2. Select User...

3. Click here...

4. Double Click on a Button

5. Click here...

6. Mouse Over here...
Then to Call
Then to Coaching Intrusion

7. Click here...

Edit Button

Button No. 4

Label Coaching

Action Coaching Intrusion

Action Data

8. Leave this blank...

We are still working with the same User that can initiate the Coaching.

Ext201: 201

Menu Programming | Mobility | Group Membership | Announcements | Personal Directory |
User | Voicemail | DND | Short Codes | Source Numbers | **Telephony** | Forwarding | Dial In | Voice Recording | Button Programming

Call Settings | Supervisor Settings | Multi-line Options | Call Log | TUI

Login Code:
Login Idle Period (secs):
Monitor Group:
Coverage Group:
Status on No-Answer:
Reset Longest Idle Time:
☒ All Calls
☐ External Incoming

☐ Force Login
☐ Force Account Code
☐ Incoming Call Bar
☐ Outgoing Call Bar
☐ Inhibit Off-Switch Forward/Transfer
☒ Can Intrude
☐ Cannot be Intruded
☐ Can Trace Calls

1. Click here... (points to Telephony)
2. Click here... (points to Short Codes)
3. Click here... (points to All Calls)

We are no longer working with the User that is allowed to use the Coaching Intrusion feature.

Below, represents each User that you are allowed to intrude on with the Coaching Intrusion:
You MUST Uncheck the area on EACH User that you want to Intrude on.

Ext202: 202*

Menu Programming | Mobility | Group Membership | Announcements | Personal Directory |
User | Voicemail | DND | Short Codes | Source Numbers | **Telephony** | Forwarding | Dial In | Voice Recording | Button Programming

Call Settings | Supervisor Settings | Multi-line Options | Call Log | TUI

Login Code:
Login Idle Period (secs):
Monitor Group:
Coverage Group:
Status on No-Answer:
Reset Longest Idle Time:
☒ All Calls
☐ External Incoming

☐ Force Login
☐ Force Account Code
☐ Incoming Call Bar
☐ Outgoing Call Bar
☐ Inhibit Off-Switch Forward/Transfer
☐ Can Intrude
☐ Cannot be Intruded
☐ Can Trace Calls

1. Click here... (points to Telephony)
2. Click here... (points to Short Codes)
3. This MUST be Unchecked... (points to All Calls)

Operation:

Press the Coaching Button.

Raise your handset.

Dial the Extension Number that you want to Coach.

You can then press the “Done” button under the LCD or press the “OK” button.

You will be connected instantly without any alert tone.

You will hear the User on the extension and who ever they are speaking to.

Only the User that you dialed will be able to hear you.

Options:

You can press the “Join” button to join into the call where everyone will hear you.

Or

You can press the “Steal” button to take the call away from the User and direct it to yourself.