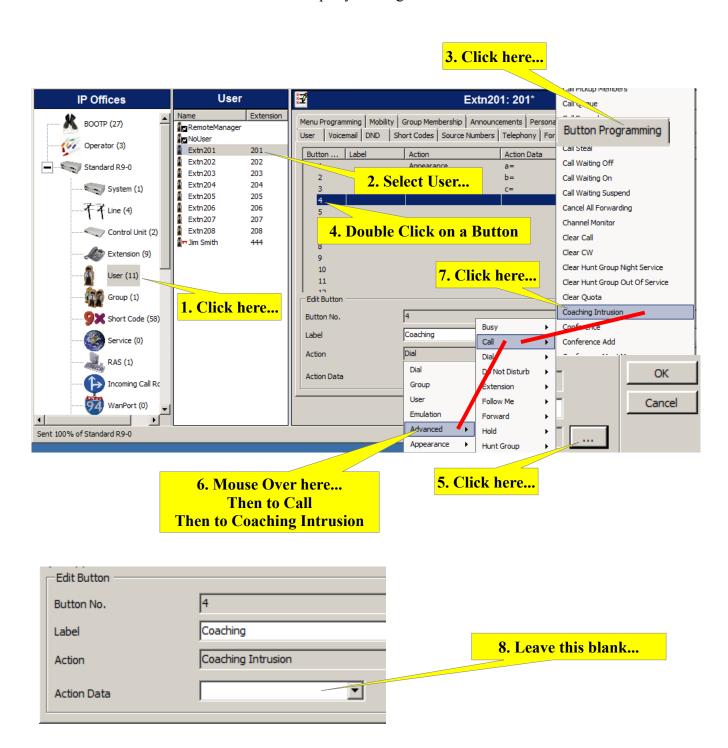
Avaya IP Office Standard Mode Release 8 – 9 Set Up Call Coaching/Coaching Intrusion Telquest Tech Support

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.



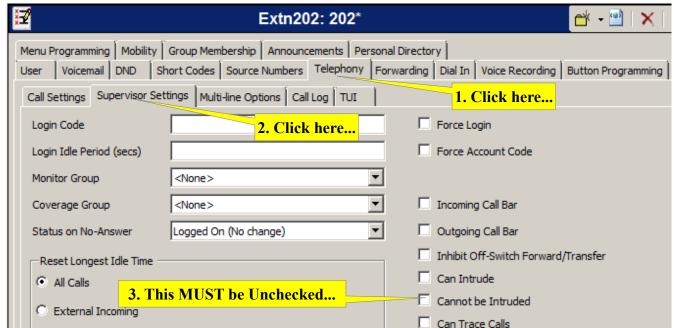
Page 2

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

	2. Click here	1. Click here		
E	Extn201: 201		<u> </u>	>
Menu Programming Mobility Grap Membership Announcements Personal Directory User Voicemail DND Phort Codes Source Numbers Telephony Forwarding Dial In Voice Recording Button Programming				
Call Settings Supervisor Settings Multi-line Options Call Log TUI				
Login Code		Force Login		
Login Idle Period (secs)		Force Account Co	ode	
Monitor Group <none></none>]		
Coverage Group <none></none>	•	Incoming Call Bar		
Status on No-Answer Logged (On (No change)	Outgoing Call Bar	•	
Reset Longest Idle Time		☐ Inhibit Off-Switch	n Forward/Transfer	
All Calls		✓ Can Intrude		
© External Incoming	3. Click here	Cannot be Intrud	led	
		Can Trace 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.



Page 3

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.