

Mitel Outbound and Transfer Guide

Version control:

| Version | Date | Change(s) | Ву |
|---------|------------|--------------------------|----|
| 1 | 07/07/2020 | Initial release | HN |
| 1.1 | 19/08/2020 | Document Format | JW |
| 1.2 | 12/07/2021 | Script on page 4 updated | PK |

To make an outbound call:

• Click on the phone button

| 🚯 Covid 19 Support Line - I | Ho 🗙 🛛 🔹 Covid 19 Support Line - A | dr 🗙 📔 Covid-19 suppo | ort line Trell 🗙 🧿 Porta | al Inbound Services 🗙 🖸 | Ignite | × + | - 0 | × |
|------------------------------------|---------------------------------------|---------------------------|------------------------------|--------------------------|-----------------------|-----------------|---|-----|
| ← → C 🔒 cx.rec | cross.olivecloud.io/ignite/#!/realtir | me/inbox | | | | | * 🗵 🕕 | : |
| 👯 Apps 🛄 Agresso 🎴 | Fuse 💾 RedRoom 🚱 MySupp | ort 🔞 Online Classes by S | 🚱 Online Learning Po | r 🗢 Transport for London | Blue Light Card Login | OH 10 Downing S | treet | >> |
| 🕅 Mitel Ign | ite | | | | r ≈ v | HN AN | arshita vailable 02:45: | 53 |
| ① Dashboards | List Grid | | | Inbox | | | (0+0)/1 | 1 |
| 🖹 Inbox | • Your inbox is empty | | | | | | | |
| History | | | | | | | | |
| Gueues | | | | | | | | |
| Cases | | | | | | | | |
| Options | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| https://cx.redcross.olivecloud.io/ | ignite/ | | | | | | | |
| Type here to | search | Ħ 🖬 🥭 | 🖷 🧿 🗣 | 🥶 💼 🔍 🖉 | - 👘 | ^ _ (| 二 (d ⁻⁾⁾ 15:58 27/06/20 | 020 |

• Below screen will pop open

| Covid 19 Support Line - H | io 🗙 🛛 🤹 Covid 19 Suppo | rt Line - Ad 🛛 🗙 📔 🛄 Covid-19 support line Trel 🗙 😵 Portal Inbound Services 🛛 🗙 | DO Ignite | × + | - | ٥ | × |
|---|-----------------------------|---|-------------------------------|---------------|-----------------------|----------------|------------|
| \leftrightarrow \rightarrow C \oplus cx.red | cross.olivecloud.io/ignite/ | #!/realtime/inbox | | | * 2 | H | : |
| 🗰 Apps 🕡 Agresso 🎴 | Fuse 💾 RedRoom 🔇 | MySupport 🔞 Online Classes by S 😵 Online Learning Por 😝 Transport for Lor | ndon Blue Light Card Logi | in 📴 10 Downi | ng Street | | » |
| 🕅 Mitel Igni | ite | Voice Contacts | 洛 | ر 🕀 | Harshita Available | 03:0 | 1.53 |
| Dashboards | A List Grid | From 6086 | | | O (0 | + 0) / 1 | 1 |
| 🖾 Inbox | Your inbox is e | Q Bearch | | | | | |
| History | | All Employees Queues External Active Directory | | | | | |
| C Queues | | Diat as is | + 4 | | | | |
| Cases | | Contact History | | | | | |
| Options | | 0 07815448983 Type: External | | | | | |
| | | CL CB National Sup Line P002 | | | | | |
| | | CC Christopher Clark Type: External | • | | | | |
| < | | | Cancel | | | | |
| E P Type here to s | search | H 🛤 🤗 🚾 🧿 🐢 💶 🔩 🗞 | × 🔽 🍕 | ^ | (به 🛋 🥐 | 16:1 27/06/ | 14 2020 |

• Search for the person you want to speak with or Type the number

| 🤹 Covid 19 Support Line - Hor 🗙 🛛 🚯 Covid 19 Supp | nort Line - Adi 🗙 🛄 Covid-19 support line Trell 🗙 🥝 Portal Inbound Services 🛛 🗙 🔯 Ignite | × + | - a × |
|---|---|-----------------------|---|
| \leftarrow \rightarrow C $($ a cx.redcross.olivecloud.io/ignite | /#!/realtime/inbox | | \star 💹 🕕 E |
| 🗰 Apps 😈 Agresso 🎴 Fuse 💾 RedRoom 🌘 | 👌 MySupport 🔞 Online Classes by S 😵 Online Learning Por 😝 Transport for London 🎄 Blue Light Card Logi | in on 10 Downi | ng Street » |
| 🕅 Mitel Ignite | Voice Contacts 必 | <i>د</i> ا | Harshita Available 03:03:53 |
| Dashboards | From 6086 | | (0 + 0) / 1 |
| Inbox O Your inbox is | e Q Paulina | | |
| History | All Employees Queues External Active Directory | | |
| C Queues | Dial as is 🕂 🕹 | | |
| Cases | Results | | |
| Options | PAulina Kutak 6181 Type: Employees | | |
| | Cancel | | |
| | | | |
| < | | | |
| Type here to search | i 🖬 🤗 🚾 🧿 🥶 🚾 📰 🔜 📲 🖬 👘 | ^ | 山 (データ) 16:16 16:16 27/06/2020 |

OR

| s Covid 19 | Support Line - H | | 🚯 Covid 19 S | upport Line | e-Adr 🗙 📔 | 💶 Covid | -19 support | line Trel | × 🚱 P | ortal Inbou | nd Services | × | 🕅 Ignite | | × | + | - | ٥ | × |
|-----------------------------------|------------------|------------|---------------|-------------|--------------|-----------|-------------|-------------|----------------|-------------|-------------|------------|----------|-----------------|-----------------------|-----------|------------------------------|---|----|
| \leftrightarrow \rightarrow G | â cx.rede | cross.oliv | vecloud.io/ig | nite/#!/re | altime/inbox | < | | | | | | | | | | | * 1 | H | : |
| Apps U | Agresso 🎴 | Fuse | RedRoom | 🕤 MyS | Support 📀 | Online Cl | asses by S | S 0 | nline Learning | Por 🗧 | Transpor | t for Lond | on Blu | ue Light Card I | .ogin <mark>он</mark> | 10 Downii | ng Street | | * |
| 🔀 Mite | el Igni | | | V | oice Con | tacts | | | | | | | | 恣 | بر | HN | Harshita Available | | |
| Dashb | boards | ^ | List Grid | | From | | | | | | | | | | | | 0 | 0 + 0) / 1 | |
| 🕒 Inbox | | 0 | Your inbox | is e | Q 745003 | 5055 | | | | | | | | | | | | | |
| 🕒 Histor | ry | | | | | All | Employe | es Que | eues Extern | nal Activ | e Director | у | | | | | | | |
| 💭 Queue | es | | | | Dial as is | | | | | | | (| + 4 | | | | | | |
| Cases | | | | | Results | | | | | | | | | | | | | | |
| Option | ins | | | | 7 | 745003 | 5055 | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Cancel | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| | < | | | | | | | | | | | | | | | | | | |
| Т 🔍 🖿 | Type here to s | search | | | ⊒i | - | e | V | 🧿 🐢 | •3 | -2 | | × | - 16 | | ~ | s 🔄 🌈 🕯 |))))))))))))))))))) | 17 |

• Click on the call button next to the name/number



• This is how the Mitel page will look like when the call is connected



 You will receive the call on your phone -> Answer the call and press 8 -> you will then hear the call getting connected

As soon as you speak to the Service User please follow the below mentioned script:

"Hi, am I speaking with Mr. X my name is ABC I am calling from British Red Cross in reference to your Voice Mail. Before we proceed further, I would like to inform you that All calls are recorded for training and monitoring purposes. Calls to this number are confidential and unless there is a potential risk to you or others, or where we are required to by law, your personal data will not be shared without your consent."

NOTE **If the user is not ok with recording the conversation, please inform that you will have to end the call as it is not possible to stop recording. You can suggest them to call on the Support Line and discuss the case if that is what they are comfortable with.

• To transfer the call, click on the arrow icon



- The below window will pop up -> Search for the person/number you would like to transfer the call -> Click on Consultation Call
- When the call connects with the 3rd person, give them a brief of the call and then click on complete transfer. As soon as you click on complete transfer you will drop off from the call and the other 2 people will be able to talk to each other.

| 🚯 Covid 19 Support Line - H | Ho 🗙 📔 🚯 Covid 19 Suppo | rt Line - Adi 🗙 📔 🚺 Covid-19 support line Trell 🗙 📔 | Second Services X Second Services X | × + – 🗆 × |
|------------------------------------|-------------------------------|---|---|---|
| ← → C 🔒 cx.red | dcross.olivecloud.io/ignite/a | #!/realtime/inbox/587A7E62517F074A992E | | ☆ 🗷 🖪 🗄 |
| 🗰 Apps 😈 Agresso 🎴 | Fuse 💾 RedRoom 🏵 | MySupport 👩 Online Classes by S 🔇 Online I | Learning Por 😝 Transport for London 🎄 Blue L | ight Card Login 🛛 10 Downing Street » |
| 🕅 Mitel Ign | ite | Transfer Notyal, Harshita · 6086 | | A C HN Harshita Outbound 00:38 |
| Dashboards | List Grid | | | O (1+0) / 1 |
| 10 | 007450 | Q, paulina | | 00:32 |
| Inbox | NH 6086 | All Employees Queues | External Active Directory | |
| History | | | Consultation Call | ticipants Other Cases |
| 💭 Queues | | PK Paulina Kutak 6181 Type: Employees - 6181 | U | To Address |
| C | | | Consult: 6181 | 907459935055 |
| | | | Cancel | Last Agent Response |
| Options | | | Interaction Id | Case ID |
| | | | 587A7E62517F074A992E | qX688Q |
| | | | Supplemental Details | |
| | | | | 6006 |
| | | | ANI | 0080 |
| | | | DNIS | 6086 |
| | | | GlobalCallIDs | 587A7E62517F074A992E |
| https://cx.redcross.olivecloud.io/ | fignite/ | | HangupOnRemoveHold | false |
| Type here to | search | H 🖬 🥭 🚾 🧿 | 🔹 💶 🔍 🗷 🔽 | 16:51 へ (小) 16:51 27/06/2020 |