



*Telecommunications Software
User Guides*



At Braxtel Communications, I worked through Techniscribe, Inc. as a Sr. Technical Writer. I designed the template, organized the information and wrote two user manuals. Braxtel Communications develops software for telecommunications call centers.

Project Audience

The intended audiences for the guides were call center agents and supervisors.

Project Specifications

The Braxtel manuals were each approximately 100 pages each. *I created these manual using FrameMaker, Visio Standard, Paint Shop Pro and Adobe Illustrator*

Personal Responsibilities

Having very little direction, I was given access to background information on the software and access to the software. I was also told to create flow charts and other graphics that would enable a low educated person understand how to use the software. I therefore, designed a FrameMaker template that contained colors and appeared friendly and usable. I also created flowcharts using Visio Standard for each major task. These graphics were a visual representation of the tasks described in the chapter.

Attached Samples

The attached presents pages that show the template and some of the graphics I prepared using Visio Standard.

Chapter 8 Standard Client Status Screen

The Fluency Standard Client screen is sometimes referred to as the main “waiting” screen of the system. This is where you answer incoming calls, get call history details, find out information about your calls since you logged on, and much more.

This chapter describes the Fluency Standard Client screen. It includes a description of its tabs, shortcut keys and function keys. It starts by describing how to open it.

Opening the Fluency Standard Client Status Screen

To open the Fluency Standard Client Status Screen after you have logged in, do one of the following actions:

- Double-click the **Green traffic light**. The Fluency Standard Client Status screen appears
- or
- Point to the **traffic light and right-click** to view the Fluency Standard Client shortcut menu. Click Status Screen to open the Fluency Standard Client Status screen.

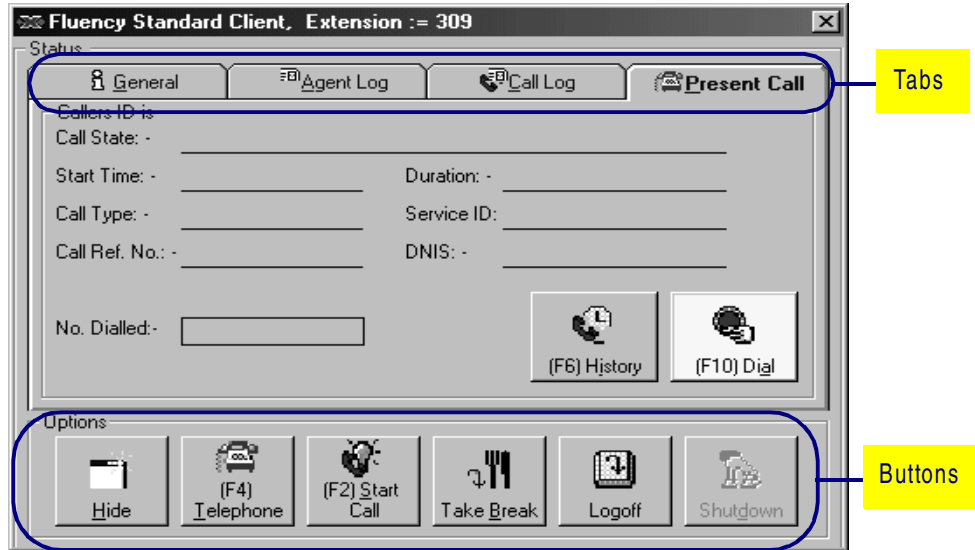


Figure 8-1. Fluency Standard Client Status Screen

Fluency Standard Client Status Screen Tabs

There are four tabs that enable you to view or control different aspects of Fluency Standard Client that are described below.

General

The Fluency Standard Client Screen / General Tab shows information about the current time, date, your name or ID and when you last logged on. When the Status field displays *Ready* you can receive or make calls; other possible statuses are *On Break* and *In Call*. If you are not receiving inbound calls or are unable to dial out, check that your dialing modes are set to Inbound and Manual, respectively.

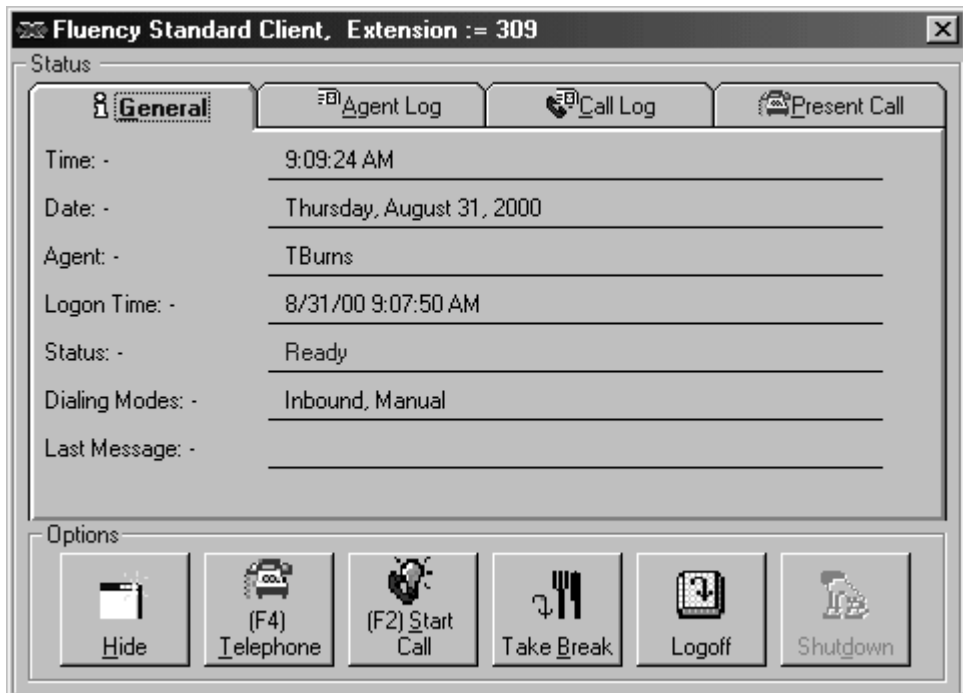


Figure 8-2. Fluency Standard Client Screen / General Tab

Agent Log

The Fluency Standard Client Screen / Agent Log shows when the Agent logged on and logged since Fluency Standard was last started at this station.

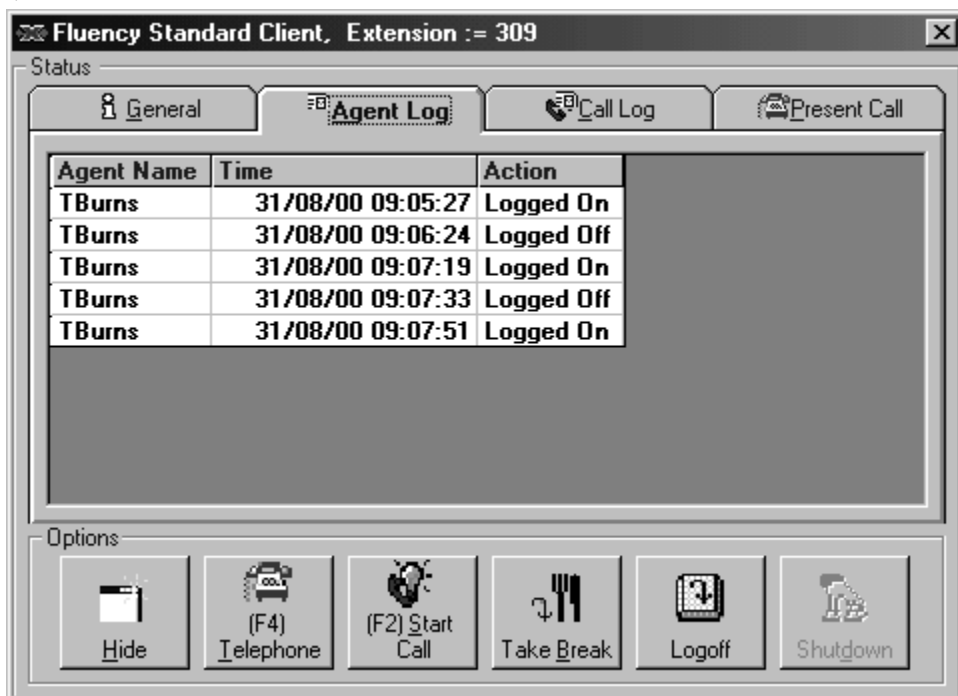


Figure 8-3. Fluency Standard Client Screen / Agent Log

Call Log

The Fluency Standard Client Screen / Call Log displays a history of all the calls made and received (including transfers) since you started up Fluency at this workstation. **NEED NEW**



Figure 8-4. Fluency Standard Client Screen / Call Log

Present Call

The Fluency Standard Client Status Screen / Present Call displays current information relating to your status — whether you are currently on a call, or a call is being routed to you, and so on. Procedures about how to use the other functions on this screen are described elsewhere in this manual.

- Chapter 4 “Answering an Incoming Call” on page 23 describes how to answer a call, when the Dial button becomes a Connect Call button.
- Chapter 5 “Manual and Automatic Dialing” on page 27 describes how to make an outbound call by using the Present Call tab
- Chapter 7 “Viewing Call History” on page 61 describes how to use the History button to view information about the last five contacts with the customer.

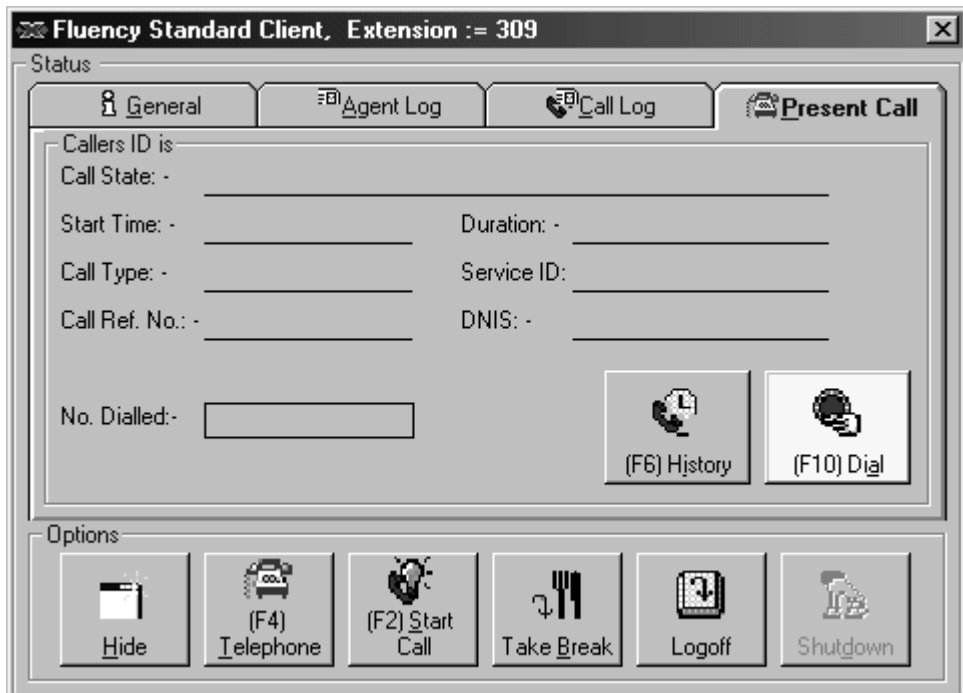


Figure 8-5. Fluency Standard Client Status Screen / Present Call

Fluency Standard Client Status Buttons

There are six command button in the Standard Client Status screen. They are accessible from whatever tab you have open. The buttons, shown below, are described in Table 8-1.

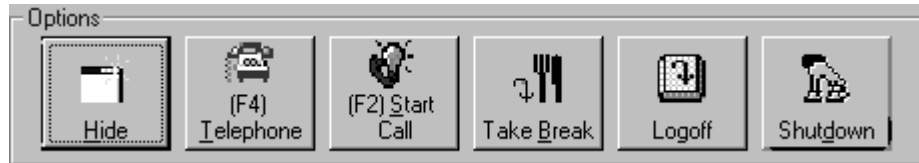


Figure 8-6. Command Buttons - Fluency Standard Client Screen

The following table describes the Fluency Standard Client screen buttons.

Table 8-1. Buttons - Fluency Standard Client Screen









Button	Action
	Hides or closes the Fluency Standard Status dialog box. To open it again, double-click on the green traffic light, or use the Fluency shortcut menu as described earlier.
	Displays the Fluency Screen Phone. You can make, receive and transfer calls, and so on, using the Screen Phone.
 	<p>This button has a dual function: it either shows Start Call or a flashing Finish Call. After you end a call, Finish Call flashes at which time you are unavailable to receive calls (for example you may be finishing up some paperwork at the end of your last call and are not yet ready to resume receiving new calls).</p> <p>HOW DO YOU USE THE START CALL BUTTON?</p> <p>When you are ready to take new incoming calls again, click Finish Call. The Finish Call button changes to to Start Call and your status is <i>Ready</i> to receive calls.</p>

Table 8-1. Buttons - Fluency Standard Client Screen

Button	Action
 Take Break	<p>Click the Take Break button to change your status to <i>On break</i>. The button label changes to End Break. When you are on break you are not available to receive calls; both the Screen Phone and your telephone handset are disabled.</p> <p>Click End Break to resume work. Clicking End Break changes your status to <i>Ready</i>, making you available to make and receive calls.</p>
 Logon  Logoff	<p>This is a dual function command button. It enables you to log on and log off the Fluency system as described in “Log In” on page 17. After you log on, the button label changes from Logon to Logoff. Click LogOff to log off the Fluency Server. Your telephone handset is re-enabled after you log off.</p>
 Shutdown	<p>Quits the Fluency Standard Client program. This button is available only when you are already logged off or if you have not yet logged on.</p>