



System Administration Student Guide

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System Administration

The System Administration access to ice is used to record scripts, record the broadcast message(s), record the queue broadcast message(s), change system availability, and manage users. Access to the System Administration section of the server is restricted and requires dialing a specific number and entering your ice user ID and password.

To access System Administration using your telephone:

Dial the main number: _____ and press 8 in the welcome message or dial the following direct number: _____.

Follow the instructions and when prompted enter your ice user ID and password.

If your application contains multiple folders, you will be given an access code for each folder which you will enter once prompted.

You should hear the options in the System Administration main menu, as follows:

Dial	Action
1	To Manage Scripts
2	To Manage the Broadcast Message(s)
3	To Manage the Queue Broadcast Message(s)
4	To Manage System Availability
5	Agent Control Workflow

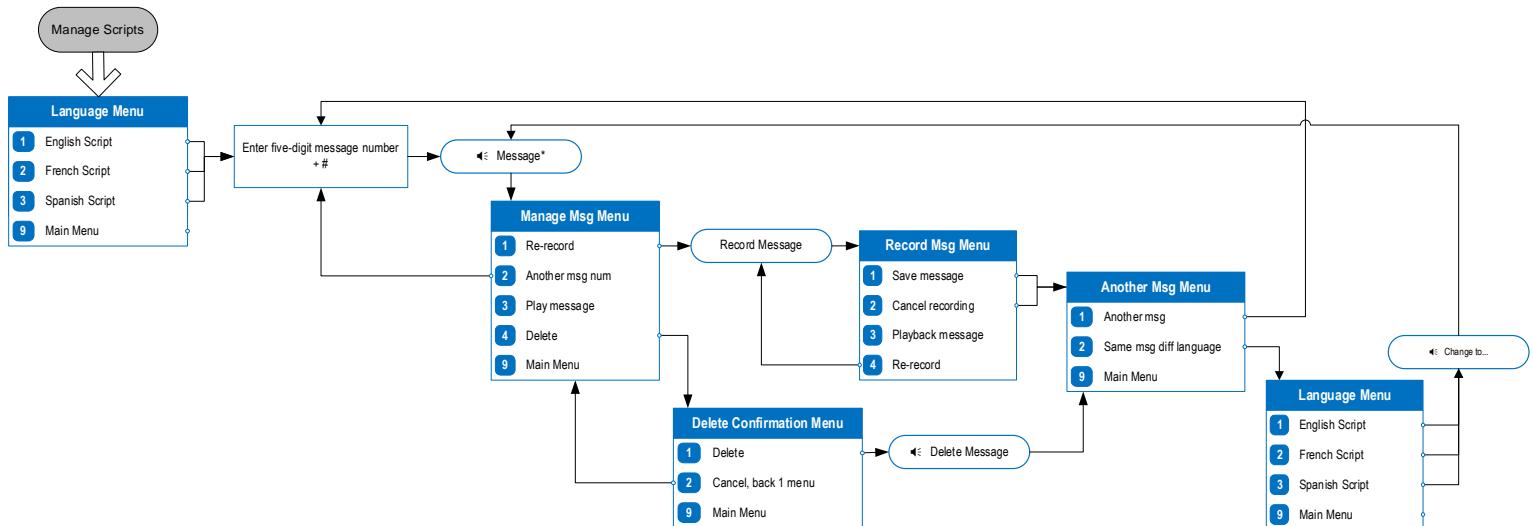
For more information on user type permissions, refer to the table below:

User Type	Access to System Administration Options
User	Users calling into the system will only be offered option 5 for agent control.
Team Leader	Team Leaders calling into the system will be offered all 5 options.
Supervisor	Supervisors calling into the system will be offered all 5 options.
Administrator	Administrators calling into the system will be offered all 5 options.

To Manage Scripts

Scripts are what people hear once their call has been answered by ice. They are usually recorded by someone in your company or a professional you've hired.

Once at the script menu, press 1 to record English scripts. When prompted, enter the five-digit message number (refer to the Audio Messages folder in iceManager Administrator for a list of messages, or refer to the Design Specification). If a message exists, it will be played back to you. When prompted, press 1 to re-record the message, or press 2 to select another message.



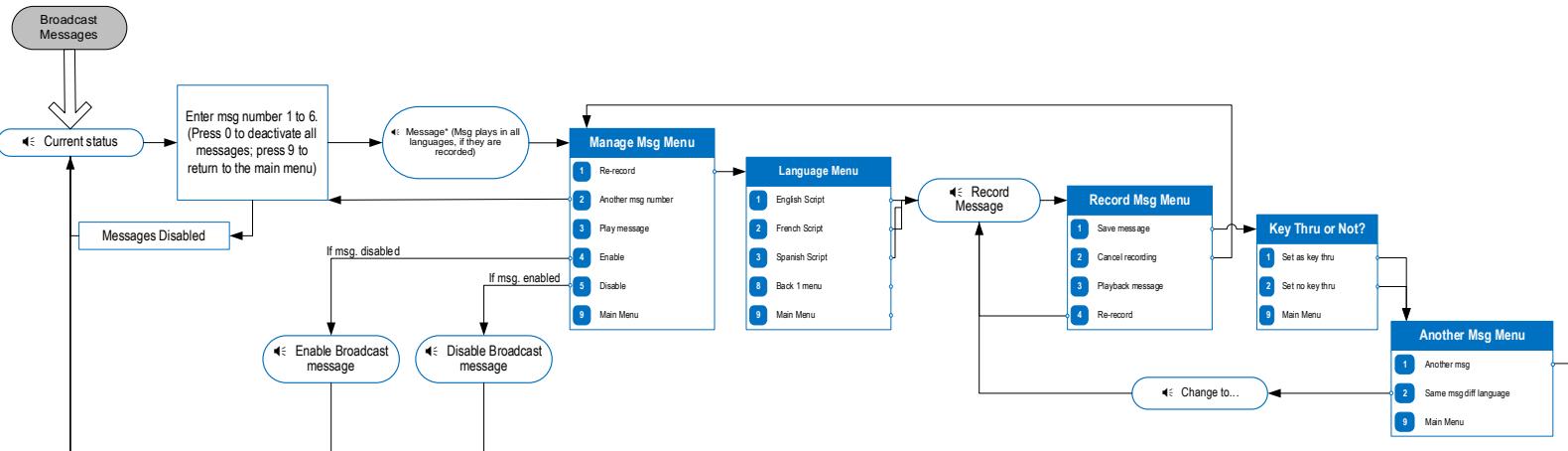
To Enable or Record a Broadcast Message

When enabled, Broadcast Messages will play. System Administration then proceeds to check the System Availability. Broadcast Messages can be recorded in advance and enabled when necessary.

Once at the broadcast menu, you will hear the current status of broadcast messages.

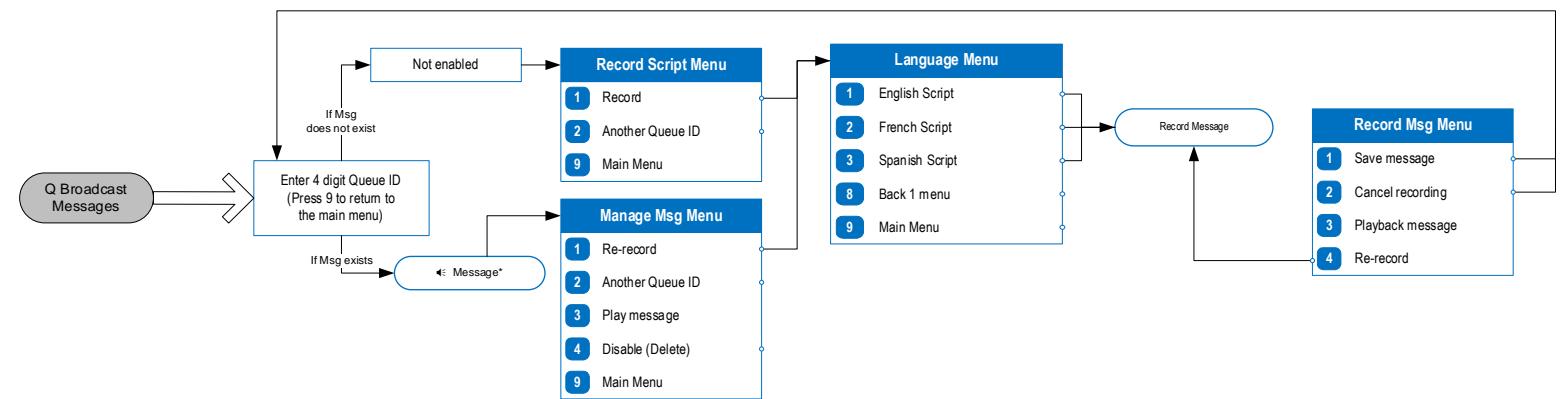
To manage a broadcast message, enter the message number. There are 6 distinct messages numbered 1 to 6, that can be recorded and played.

If the message exists, it will be played back to you. When prompted, press 1 to re-record the message, or press 2 to select another message. To enable the message so that it is played to customers, press 4. To disable the message, press 5.



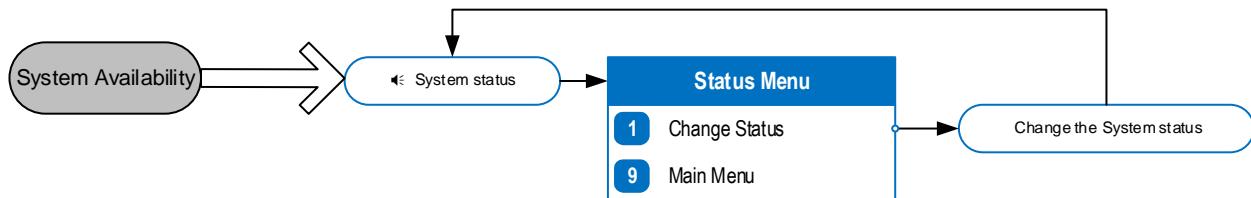
To Record or Delete the Queue Broadcast Message(s)

The Queue Broadcast Message will play prior to Queuing the caller. Once the Queue Broadcast Message is recorded, it is enabled automatically. If you no longer want the message to play, delete the recording.



To Change the System State

The system state can be set to Unavailable if necessary. Callers will hear a message played and receive a polite disconnect. By default, the system will be in the Available state.



To access User Control Workflow

The User Control Workflow feature allows you to toggle the Ready/Not Ready state of an agent, or to log them on or off a particular queue, or all queues.

