Avaya One X Agent 2.5.8 FAQ

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WAH Questions to ask

- Associates Name
- Tier 1 level access for Phone application needed
- Agent ID & Station Hardcode
- Location (City)
- Computer Model
- Operating System (Windows7/Windows8 or 8.1/Windows 10)
- Browser Version (IE 8, 9, 10 and 11)
- PC Processor speed on your PC (Intel or AMD, Dual Core, i3/i4/i5/i7 2.0Ghz or higher)
- PC Ram Memory (4 Gig or higher)
- VoIP Application (One-X Agent 2.0/ 2.5 or IP Agent R7)
- Road Warrior or Telecommuting mode
- Connection: Cable/DSL (AirCard/Satellite/Dial Up/Modem) not supported
- Internet Provider Name
- Download Speed
- Upload Speed
Where do I find my computer information

<table>
<thead>
<tr>
<th>Operating System, Processor Speed, RAM Memory</th>
<th>Windows 7 32/64-bit users:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Click the <strong>Start</strong> icon, right-click <strong>Computer</strong> and select <strong>Properties</strong>.</td>
</tr>
<tr>
<td></td>
<td>2. Locate your operating system information under the “Windows edition” heading.</td>
</tr>
<tr>
<td></td>
<td><strong>Example:</strong> Windows 7 Enterprise Service Pack 1</td>
</tr>
<tr>
<td></td>
<td>3. Find your processor speed, installed memory (RAM) and system type under the “System” heading.</td>
</tr>
<tr>
<td></td>
<td><strong>Example:</strong></td>
</tr>
<tr>
<td></td>
<td>• Processor: Pentium®4 CPU @ 2.80 GHz</td>
</tr>
<tr>
<td></td>
<td>• Memory (RAM): 2.00 GB</td>
</tr>
<tr>
<td></td>
<td>• System type: 64-bit Operating System</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows 8 or 8.1 users:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Start screen, click <strong>Desktop</strong>.</td>
</tr>
<tr>
<td>2. Open Explorer, right-click <strong>This PC</strong>, and select <strong>Properties</strong>.</td>
</tr>
<tr>
<td>3. Locate your operating system information under the “Windows edition” heading.</td>
</tr>
<tr>
<td><strong>Example:</strong> Windows 8.1 Pro</td>
</tr>
<tr>
<td>4. Find your processor speed, installed memory (RAM) and system type under the “System” heading.</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
</tr>
<tr>
<td>• Processor: Intel®Core™ i5-4200U CPU @ 1.60GHz 2.30 GHz</td>
</tr>
<tr>
<td>• Installed Memory (RAM): 4.00 GB</td>
</tr>
<tr>
<td>• System type: 64-bit Operating System</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows 10 users:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the <strong>Start</strong> icon, type <strong>About your PC</strong>, and then select <strong>About your PC</strong>.</td>
</tr>
<tr>
<td>2. Look under <strong>PC</strong> for <strong>Edition</strong> to find out which version and edition of Windows your PC is running.</td>
</tr>
<tr>
<td>3. Look under <strong>PC</strong> for <strong>System type</strong> to see if you are running a 32-bit or 64-bit version of Windows.</td>
</tr>
</tbody>
</table>

Example of a Windows 7

```
System

Rating: System rating is not available

Processor: Intel(R) Xeon(R) CPU X5675 @ 3.07GHz 3.07 GHz (2 processors)
Invested memory (RAM): 4.00 GB
System type: 64-bit Operating System

Pen and Touch: No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name: XDP03-W76D-0091
Full computer name: XDP03-W76D-0091.jackonnational.com
Computer description: 
Domain: jackonnational.com

Windows activation

Windows is activated
Product ID: 00352-918-5000002-85810 Change product key
```
Audio Settings, Call Handling Setting and User Interface Setting

Click on System Options on your tool bar.

Select Agent Preferences. You will want to check your Audio Setting, Call Handling Setting and User Interface Setting.

Audio Setting under Advance

Call Handling

User Interface Settings

Sever address for each location

Lansing: rdcclan.jacksonnational.com
Tampa: ifcclan.jacksonnation.com
NPC: 10.18.239.8
Denver: 10.21.239.25
SII: 10.19.239.10
Nashville: 10.22.237.71
Beep in the ear Setup

Note: If you are setup in the Office and get Beep in the Ear over your headset you need to check the “CM Auto Answer Support Required” box. This will allow you to login with your Agent ID.

Voice Mail Setup on one-X Agent tool bar
Click on the Voice Mail Integration and check the Enable Message Access and put on the VM ext 23800 under Dial this Number.
Select Favorite buttons to have displayed on tool bar

Click on System Options. Select Agent Preferences and click on User Interface. Click on the “Select Favorite Buttons”
Here you can select what buttons you want to have displayed on your tool bar as shown below.

![Image of favorite button selection]

Service Center Agents at Executive Drive
These are Agent over at Executive Drive on 3rd thru 6 floors. Per Jenifer VanMeter they are not required to have a separate hardcode for WAH. They will use their current station hardcode in the cubes they are at.

**Note:** With this configuration no one will be able to work in these Agents cubes while that are doing their WAH days. *(No Desk sharing)*

Form Instructions
Email the completed form with manager approval to the Service Desk to have a request created. This form can be found on JACK under Depts > PGDS > Forms

WAH Requirement Form
https://intranet.jnl.local/intranet/static/pdf/pgs/forms/1393360813389.doc

**Note:** This document can be found on JACK under Depts > PGDS > Service Desk > IT User Forms or CKMS

WAH Technical Requirements
This document can be found on JACK under Depts > PGDS > Service Desk > IT User Forms > Technical Requirements Factsheet

WAH Personal VM issues using Telecommuter mode
Solution: Set the home VM system to ring for at least 6 times before being answered by a VM machine or the associate VoIP providers VM system. This will allow calls to follow the coverage path on our phone system and avoid the home phone VM services answering these types of call.
Computer-Based Training (CBT)
This Learning Horizons course will show you how to set up and install the Avaya one-X Agent (takes about 30 minutes to complete). Please register for the course at:

WAH PC Connection Diagram
This is how your WAH computer should be connect to your router or wireless router at home.