



NNE'S – Non-nailed up extensions

- Important – **an extension used for a NNE cannot be added if it is already set up as a valid extension**

- Located off of the System control options from the I-Tel menu
- NNE's are non-agents, so these users are not logged into a dialing mode – however there is a need to transfer calls to this user
 - These users are typically: receptionists, managers, etc.

RMEEx **QUANTRAX CORPORATION INC.**

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

8/05/2011 18:08:49
System: S10E9B6C

Work with Non-Intelec Users

Position to Starting value

Type options, press Enter.
2=Change 3=Copy 4=Delete 5=Display 6=Print

Dialer			
Opt	Code	User	Extension
<input type="checkbox"/>	A	BLENDTEST	136
<input type="checkbox"/>	A	EXT104	104
<input type="checkbox"/>	A	IVR1	8001
<input type="checkbox"/>	A	TEST	314
<input type="checkbox"/>	2	IVR2	8002

Bottom

F3=Exit F5=Refresh F6=Create F12=Cancel
F17=Top F18=Bottom F21=Print list

Copyright (c) 2005 by Quantrax Corporation.



NNE'S – Non-nailed up extensions

- F6 to create an entry
- Enter the dialer code – generally this is A unless you have multiple dialers
- Enter the user ID of the person who will be receiving calls
- Enter a valid extension for the user
- If the user is a virtual agent, the extension can be anything – however it would be good form to retain the same number of digits as valid extensions

The screenshot shows a terminal window with the RME x logo and 'QUANTRAX CORPORATION INC.' at the top. On the left is a vertical menu with options: ENTER, ATTN, PAGEUP, PAGEDN, EXIT, HELP, and CALENDAR. The main area displays the title 'Create Non-Intelec Users' and the date/time '8/05/2011 18:16:19' and system ID 'System: S10E9B6C'. Below this is the instruction 'Type choices, press Enter.' followed by four input fields: 'Dialer code', 'User', 'Extension', and 'Is This a IVR Agent (Y/N)?'. At the bottom are three function key buttons: F3=Exit, F5=Refresh, and F12=Cancel.

NNE'S – Non-nailed up extensions

- Lastly, if this is a virtual agent, place a Y in the field “is this an IVR agent”

The screenshot shows a terminal window with a blue header containing the RME_x logo and 'QUANTRAX CORPORATION INC.'. On the left is a vertical menu with buttons for ENTER, ATTN, PAGEUP, PAGEDN, EXIT, HELP, and CALENDAR. The main area displays the title 'Create Non-Intelec Users' and the timestamp '8/05/2011 18:16:19 System: S10E9B6C'. Below this is the instruction 'Type choices, press Enter.' followed by four input fields: 'Dialer code', 'User', 'Extension', and 'Is This a IVR Agent (Y/N)?'. The 'Is This a IVR Agent' field has a small square checkbox. At the bottom are three function key buttons: F3-Exit, F5-Refresh, and F12-Cancel.