

MICCE - Desktop Manager

About this lesson

Overview This lesson covers use of the MICCE telephone application.

Learning objectives At the end of this lesson participants will be able to:

- log on to the MICCE application
- show/check skill settings and make yourself available
- make and receive calls using MICCE
- use the hold, transfer and conference call functions
- locate phone numbers in the directory
- use the advanced search functions
- send desktop messages
- identify Person at Risk Alerts in MICCE
- close MICCE safely

Assessment Formative assessment of this material takes place during:

- participant review
- role-playing scenarios.

Summative assessment of this material take place during practical assessments.

Resources To deliver this lesson you will need:

- CARD training terminals
- Projector hooked up to CARD training terminal
- Trainers practical guide
- Whiteboard and markers
- Bungees
- Participants headsets
- Extension numbers of CARD terminals – written on board
- A list of internal and external numbers to locate.

Duration 1 hour 15 minutes

**Delivery
strategy and
lesson stages**

This lesson strategy is explain, demonstrate and practice in four stages as follows:

Stage one – introduction and logging on

This stage of the lesson introduces the application to participants, shows them how to start, log-in, and wear a headset.

Stage two – The keys and functions for the Desktop Toolbar and the Call Information Window

Stage two guides them through all the icons and functions of the two toolbars used for MICCE.

Stage three – Directory & Practical Application

Stage three introduces the filter (for internal calls) and the directory with advanced searches. Participants are then given the opportunity to put into practice placing calls, answering calls, transferring, conference call and clerical time.

Stage four - Persons at Risk (Par)

Stage four introduces the flagging of Persons at Risk (PaR) linked to mobile phone numbers through MICCE and how they show in the Call Information Window.

Trainer's notes

Introduction

Welcome

Welcome participants and advise the topic for this session is the phone system used by the Communications Centres known as MICCE.

Revision and entry level

Ask participants what the greetings are we use from Service Excellence or revise another aspect of Service Excellence relating to our service.

Ask participants what they noticed about the phone system used by Communicators when they were observing calls on the floor.

Ask what they might expect their phone system to be able to do, and how it might be used in the Communications Centres (other than just “answer calls”). Note ideas on the white board.

Lesson overview

As this is the phone system for our Communications Centre, it is vital participants are comfortable with it, and can use it effectively – this includes:

- both answering the phone and making outbound calls
- transferring calls, e.g. historic events to CRL, to other agencies
- being able to locate phone numbers internally, and for other agencies
- placing someone on hold when appropriate and using the mute button instead

This session is broken into four parts:

- Part one involves starting the application, logging on and using headsets.
- Part two involves looking at the application windows and working through the functionality.
- Part three looks at the Directory with the advanced search options and the practical application of transferring, conference and clerical time.
- Part four looks at Person at Risk alerts that are activated against nominated cell phone numbers and show in the Call Information Window.

This is followed by a practice session.

Stage 1 – Starting MICCE

Introduction to MICCE MICCE is the phone system for the NZ Police Communications Centers to answer calls. This part of the session will involve starting the application, logging in and how to wear a headset.

- Resources**
- CARD training terminals
 - CARD terminal attached to Projector screen
 - Trainers practical guide
 - Participant headsets and bungees.
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Duration 10 minutes

- Trainer's check**
- The Projector is set for the correct CARD screen.
 - There are bungees for each participant.
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Getting started Display the CARD screen onto the projector screen while the participant's follow along and log themselves into MICCE.
Demonstrate the steps to log into MICCE, starting with clicking on the start menu in CARD, and 'MICCE – Agent' or click on the blue icon sitting along the bottom of the CARD screen.

Advise participants of the other information they need to log in (including extension number) and where to locate this (white card attached to the monitor, or on the desktop phones).

Training log-ins Demonstrate how to log onto MICCE.
Training log ins consists of the Centre Code (CC, NC or SC), underscore, TRAIN, underscore, assigned skill (EMG or CRL), the corresponding number (1-12).
The password will be the same, not including the underscores.

e.g.

Login: CC_TRAIN_EMG2

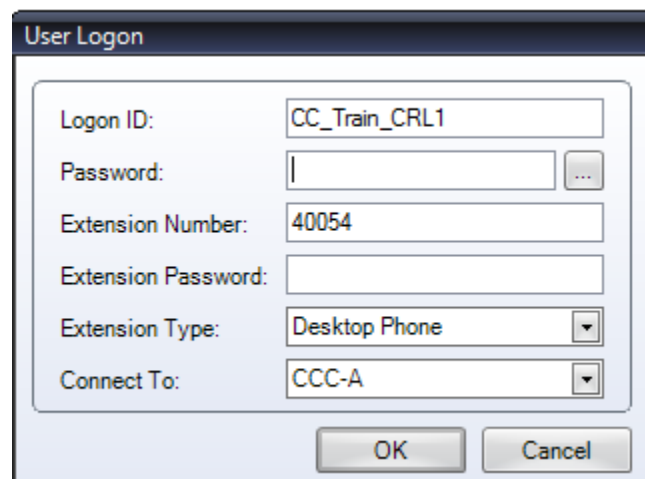
Password: CCTRAINEMG2

These training MICCE settings have been set to the training queues only.

Their **Live** one is the standard log in: Lastname_Firstname as their log in and QID as their password.

When logging on the participants need to ensure that the correct extension number for the desk they are on matches (as per the attached card to the front of the screen, or displayed on the phone on their desk) the extension password is blank, the extension type is showing as Desktop Phone, and that they have selected the correct center. This is entered into the box headed up “connect to”

- NCC-A North Comms
- CCC-A Central Comms
- HH-A Harlech House
- SCC-A South Comms
- KCC-A Kapiti Digital Communications Centre



The screenshot shows a 'User Logon' dialog box with the following fields and values:

Field	Value
Logon ID:	CC_Train_CRL1
Password:	[Masked]
Extension Number:	40054
Extension Password:	[Blank]
Extension Type:	Desktop Phone
Connect To:	CCC-A

Rebooting

Note that when the computers are rebooted, MICCE will automatically start up. At all other times you will need to go through the start menu or CARD screen icon.

Recap

Review the information required to log in.

Ensure participants know that under the start menu, the phone system is called “MICCE - Agent” but it is known as the overall product name of MICCE.

Stage 2 – Desktop Toolbar and Call Information Window Icons

Introduction to the Desktop toolbar & Call information window

The MICCE Application contains two windows:

The Call Window displays some call information such as the phone number, duration of call and some subscriber details.

The Agent Window (headed with the word Sessions) will change depending on which function tab is selected.

This is the main screen you will work from.

These windows can be separated out if desired. To do this, double click on the gray bar headed with Call and drag this window wherever you want.

It is important the boxes are expanded to a reasonable size – Explain we will get to the reasons around why this is important later in the lesson (e.g. PaR information).

Demonstrate (via projector) the desired window size. Allow participants to practice this.

Need help while using MICCE? Press F1 to access help for the window you are using.

Instruct participants to work at the same speed as the trainer and wait until the next instruction is given.

Resources

- CARD training terminals
 - CARD terminal attached to Projector screen
 - Trainers practical guide
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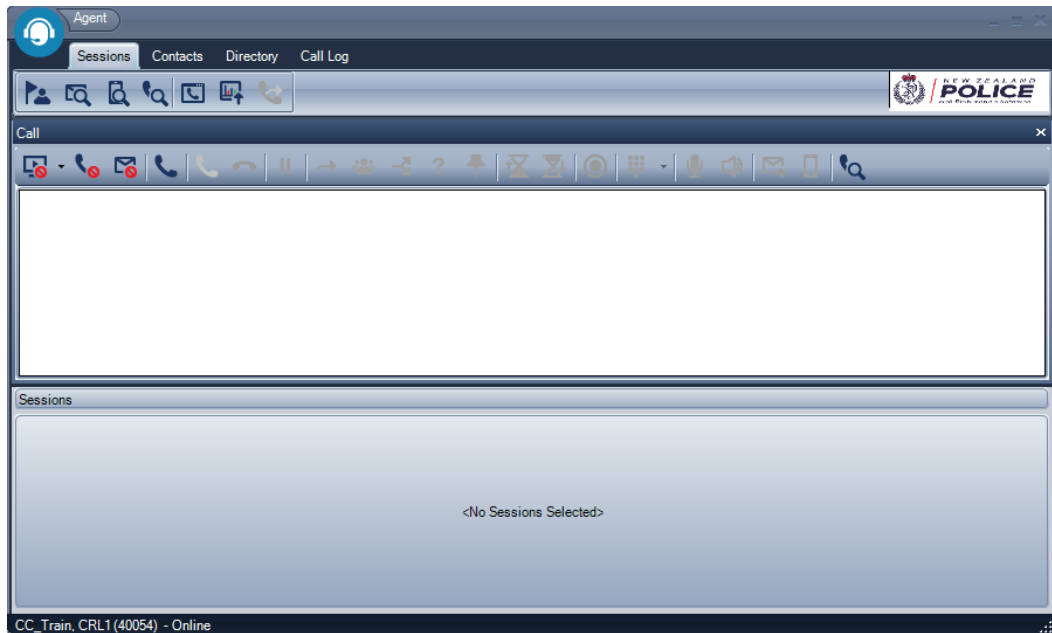
Duration

40 minutes

Call Window

The Call Window is where you can answer, transfer, and end calls. This is also where you can change whether you are ready to receive calls, and record break times.

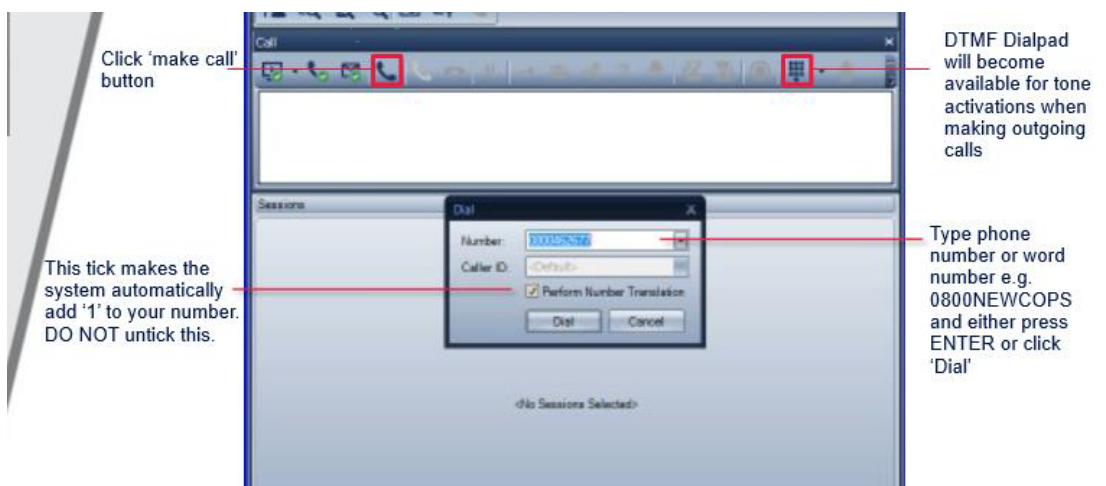
Initiating calls



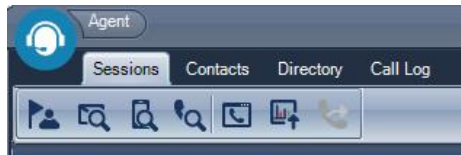
Explain that the F2 button can be used to initiate a call. F2 can be selected using the function keys on the top of the keyboard, or by using the mouse to click on the phone icon.

Demonstrate (via projector) that clicking on the phone icon opens the dial window. Allow participants to practice this.

Explain to make outgoing calls, we enter the number into the Manual Dial box. Ensure the cursor is in the box and type in the number (when demonstrating use a known extension number in case participants dial by mistake). Always ensure the 'Perform Number Translation' box is ticked, this enables us to make outgoing calls by adding the default 1 in front of the phone number. **DO NOT UNTICK THIS.**



Skill selection To access the Skill Selection box, press the icon on a person next to a flag, located under the Sessions Tab



This shows the queues you are logged into and the setting of each queue. The higher the number, the more likely you are to receive calls through that queue.

Ask participants to look at what queues they are logged into.

Facilitate a discussion about the different queues participants are (or will be) logged into and what types of calls come through each queue.

NCC 111, CCC 111, SCC 111 – emergency calls for each Centre (note the phone number callers are dialing from will always show for these calls, but not necessarily others)

***555** – Traffic calls

AES – Allied Emergency Services (other Centres, Ambos, etc)

General line – diverted from Police Stations (or by calling 095712800 North Comms; 043812000 Central Comms; 033439300 South Comms)

CRL – internally transferred calls (either manually or via Police Connect) from stations or from an Emergency Communicator.

SNEN – External calls received through the 105 non-emergency number.

Review how to answer calls coming in from different queues (i.e. emergency vs general greeting). Go over these if necessary.

Important: Ensure all queues are in training before moving on.

Make ready Explain the F11 button and associated phone icon (with a red cross or green tick) tells the application if you are ready to take calls.

- Red light means you are not ready to take calls through the queues (calls directly to your extension will still get through).
- Green light means you are ready to receive calls.

Green light

Ask participants to make themselves available to take calls.

Red light

Explain that whenever they need to stop calls coming through, they will have to go on red light. As soon as they click on the icon they will be asked for a

‘not ready’ reason. Discuss the different ‘not ready’ reasons and when you would use each one.

Demonstrate this on the projector and discuss the options available.

Ask participants to go not ready as they are talking with their team leader following a live call (supervisory).

Red light to red light

Explain there are times we need to change the not ready reason from one type to another without going green light (so calls don’t come through). For example we have come off a QA session and go straight to a break (or vice versa). How will you do this depends on which assigned skill the trainee is logged in under:

CRL:

Press the monitor icon to the left of the ready/not ready icon. This will prompt for the option to ‘Change Not Ready Reason’ using a drop down menu.



EMG:

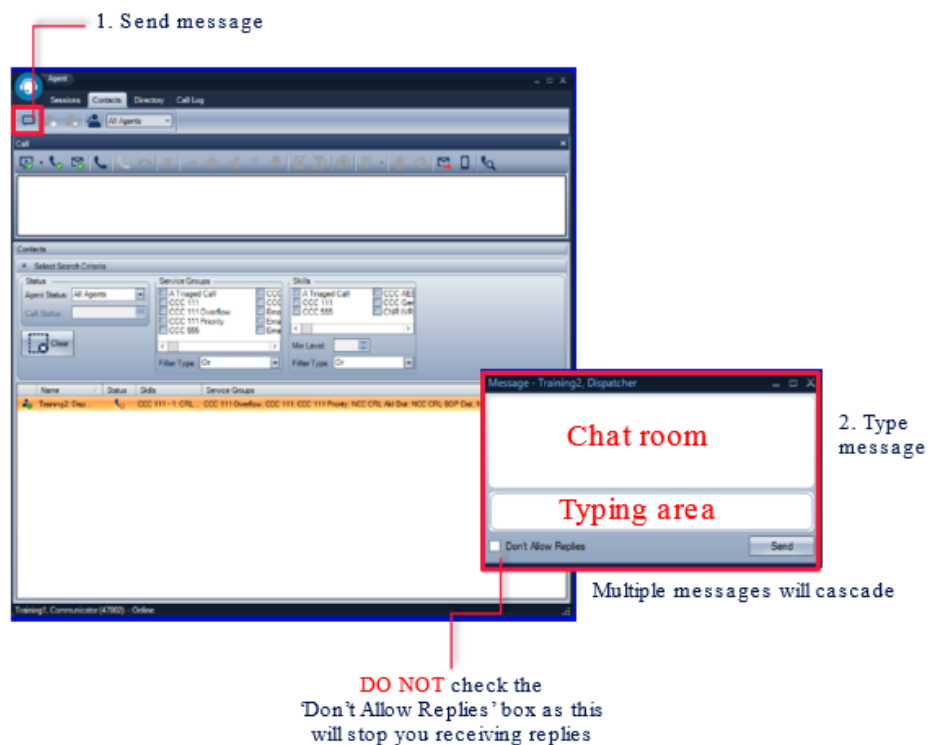
Press the downward facing arrow next to the ready/not ready icon. This will prompt for the option to ‘Change Not Ready Reason’ using a drop down menu.



Desktop messaging

To access Desktop messaging, select the Contacts Tab. A list of contacts will appear at the bottom of the window, displaying all the MICCE profiles currently logged in.

To message someone, click once on the desired profile, and then once on the speech bubble icon near the top of the window.



The rules:

- This desktop messaging system should never be used for operational purposes. If it relates to an event, information should be typed into the event itself.
- All messages are audited, so only send messages for genuine business reasons.

Discuss appropriate use of this function (eg messaging daily planner that they have been delayed because they have been busy dealing with a call and are late for a break).

Demonstrate sending a message from the projector screen to another computer. Ask the person seated at that computer where the message pops up.

Give participants a few minutes to send messages to each other in an orderly fashion (e.g. to the person behind them). They can send and reply to messages, as long as they follow the rules.

Logging off

Click the X in the far right corner, and confirm by selecting “Yes” that you wish to close the application.

Recap

Review the above functions and ensure there are no questions.

Stage 2 continued - Call Information Window

Introduction to the Agent Window

The Agent Window shows details about the call including what queue it is coming in on, to help determine whether to answer the phone with a general or emergency greeting. Most of the functions of this window are only accessible when there is a call available.

Headsets

Explain for this part of the lesson we will be using our headsets. Ask participants to get these out now.

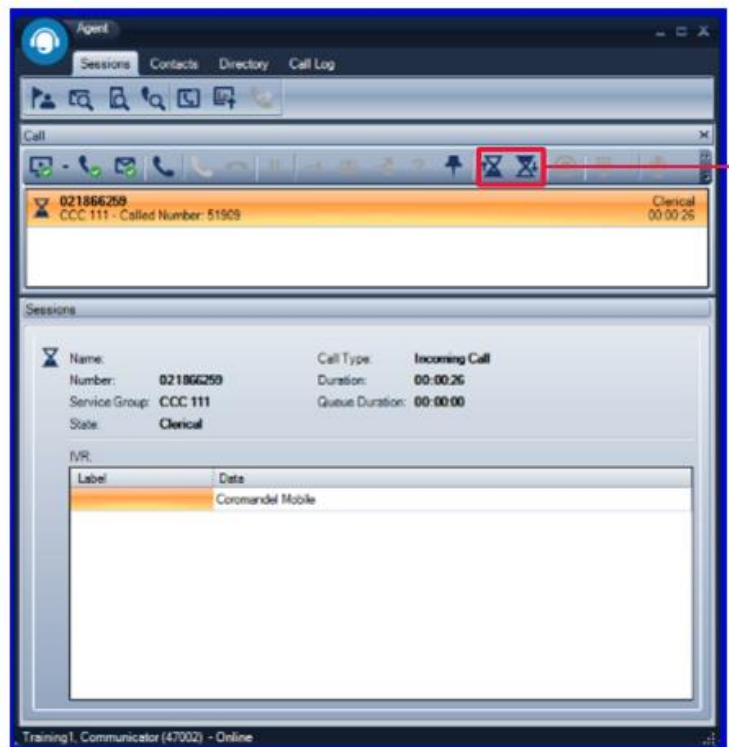
Advise participants that the mouthpiece should be approximately two finger widths away from their mouth. The headpiece is also adjustable. Allow participants time to try on their headsets, and adjust them appropriately.

Ensure they are aware how to plug into the system (with bungees) and demonstrate how to change the volume settings on the phone and mute.

Advise participants they will need their headsets for parts three and four of this lesson; they can take them back off again, or leave them on as long as they can still listen to everything else going on.

Status bar

Display the Sessions window on the projector and explain the information shown on the status bar.



Answering

Explain the F3 button lets us answer the call. This icon, along with the others, is greyed out until a call is presented.

Mute

When speaking to a Supervisor or for other times when you do not wish your Caller to hear what is being said best practice is to use the mute button on the phone. This way we can still hear what they say and what is happening, along with the system still continuing to record. If you place them on hold through MICCE the recording stops and you cannot hear them/what's happening. If you unplug your headset from the desk or bungee then it is still being recorded however you can no longer hear what is being said or what is happening in the back ground.

Transfer

Explain the F6 button transfers a call.

Pose the question: Who may we transfer calls to? (Examples: CRL, Shift Commander, Team Leaders, Dispatchers, stations and other agencies).

Waiting for the person you are calling to answer, before handing your caller over, is called a warm transfer. When not waiting for the person you are calling to answer is called a cold transfer.

We will not transfer calls from the 111 line to anyone other than CRL (unless exceptional circumstances surround this). We can, however, give the caller the number to call, or ask them to call back on the general line, and then transfer them if required.

Explain to transfer a caller, we need to call the number we wish to transfer it to and then click on the transfer button. The transfer icon will only become available when there are two calls showing in our call window. Demonstrate this on the projector and field any questions.

Conference call

Explain the F7 button allows us to conference call. But only to a maximum of three people.

Ask: When may we conference call? (Examples: language line, ambos if needed for medical assistance)

Recap

Review the above functions and ensure there are no questions before we move on

Explaining that there will be a lot of opportunity to practice the use of MICCE when they move into role playing scenarios

Stage 3 – Directory

Introduction to directory This stage introduces and allows for the practice of the directory and advanced searches in MICCE.

- Resources**
- CARD training terminals
 - CARD terminal hooked up to Projector screen
 - Trainers practical guide
 - Participant headsets and bungees
 - a list of internal and external numbers to find
-

Duration 20 minutes

Using the Directory To access the Directory, click the Directory near the top of the application. We can locate phone numbers for Police employees, internal departments and external organisations e.g. ambulance, local authorities and government departments.

Demonstrate the use of the name and department fields to locate the phone number for CRL non triage line and/or the Ministry of Justice.

The system defaults to searching under keywords which is often sufficient.

As we will have to make regular calls to officers/police employees, we have to ensure we have the option to call via searching with a QID. To initiate a QID search, click the magnifying glass icon under the directory tab in the lowest window. Click ‘Match ANY of the following fields’ and scroll through the list and tick QID, then click anywhere else on the screen to leave this panel.

This will have to be redone at the start of every shift.



Demonstrate on the projector how you can now search for police employees by using your own QID. Get participants to practice this now.

Practice locating the following numbers:

- Main center (e.g. Auckland, Wellington, Canterbury) SPCA 24 hour number

- Noise control for an area (e.g. Tauranga)
- Mobile number for the Eagle helicopter/Maritime unit
- QID [REDACTED] *withheld s6(c)*
- Thames CIB
- [REDACTED] (to work out who owns the phone) *withheld s6(c)*

Allow time for participants to search for other numbers they think will be of use in their role (e.g. local councils, animal control, SCATS or JTOC if covered).

Debrief by discussing numbers of interest and allowing other participants a chance to look them up if they haven't already.

Transfer practice

Transfer calls -Give participants time to practice making phone transfer calls to each other. This can be done by breaking the room up into groups of three or taking one call and passing it through all participants till everyone has had the opportunity to transfer. This can be dependent of participant numbers.

When they have identified who they will call they should use the contacts search to locate the person they are calling. They should be using an appropriate greeting at all times.

Give participants the necessary time to complete a warm transfer, and a cold transfer.

Conference call Practice

Conference calls -Explain: the process for conference calling is very similar to transferring, whereby we need two calls showing in the call window before the conference icon becomes available. After clicking on the conference icon there will be a three way conversation.

Demonstrate this on the projector by phoning around the room explaining the steps as appropriate. Again participants should be encouraged to locate the person they are calling from the contacts tab for all Comms staff members.

Make sure instructions are clear of who is in what group or which direction the call will be passed around the room in remembering only three people can be in a conference call at one time.

Clerical Time

Explain that when participants receive a call, and have hung up, the phone system will allow them a short clerical time to complete any necessary tasks

regarding the call. If they require more time than the standard elected time, the clerical time can be extended.

The clerical time can be added by either first clicking into the call window then holding down the “Alt” button and “E” (for extend) or by clicking the egg timer icon with the upward facing arrow.

When a communicator is in a state of ‘clerical’ time, they are unavailable and cannot be presented with a call coming through the queues

Also demonstrate how by right clicking into the Call information box they will get an option to cancel clerical time. Clerical time should be cancelled if not needed. You can also click the egg timer icon with the downward arrow to decrease clerical time. This can be practiced while making calls to each other. This can also be demonstrated using the Projector.

Recap

Review the above functions and ensure there are no questions before we move on

Explain there will be a lot of opportunity to practice the use of MICCE throughout the course.

Stage 4 Person at Risk Alerts

Introduction to PaR's This stage introduces Person at Risk Alerts and advises how they will present through MICCE.

- Resources**
- CARD training terminals
 - CARD terminal hooked up to Projector screen
 - Trainers practical guide
 - Participant headsets and bungees
 - SOP for PaR's (comms home page – search Persons at risk alerts)
-

Duration 20 minutes

Person at Risk Alerts Explain how Communications Centres can access linking a Special Situation alert to a specific location / address within the CARD system. With the increased use of mobile phones the likelihood of retrieving a Special Situation alert has diminished, creating the requirement to also link an alert to a specific mobile phone number.

The 'People at Risk' (PaR) solution will identify an 'at risk' person via their mobile phone number. MICCE completes a lookup in a 'People at Risk' database on receipt of a 111 call from a mobile phone.

Information regards PaR's can be located on SOPS - COMM CENTRES HOME > ASOPs > A-Z. This is also a good opportunity to look at the documents attached to the SOP – Information Sheet & FAQ's.

Important facts to focus on include:

An identified 'Person at Risk' is any person subject to a specific threat/risk where a Special Situation request has been completed. This may include:

- Victims of family violence
 - High Risk victims
 - ██████████ *Withheld s6(c)*
 - Witness Protection
 - Judiciary, Parliamentarians, Cabinet Ministers, Diplomats
-

Communicator action

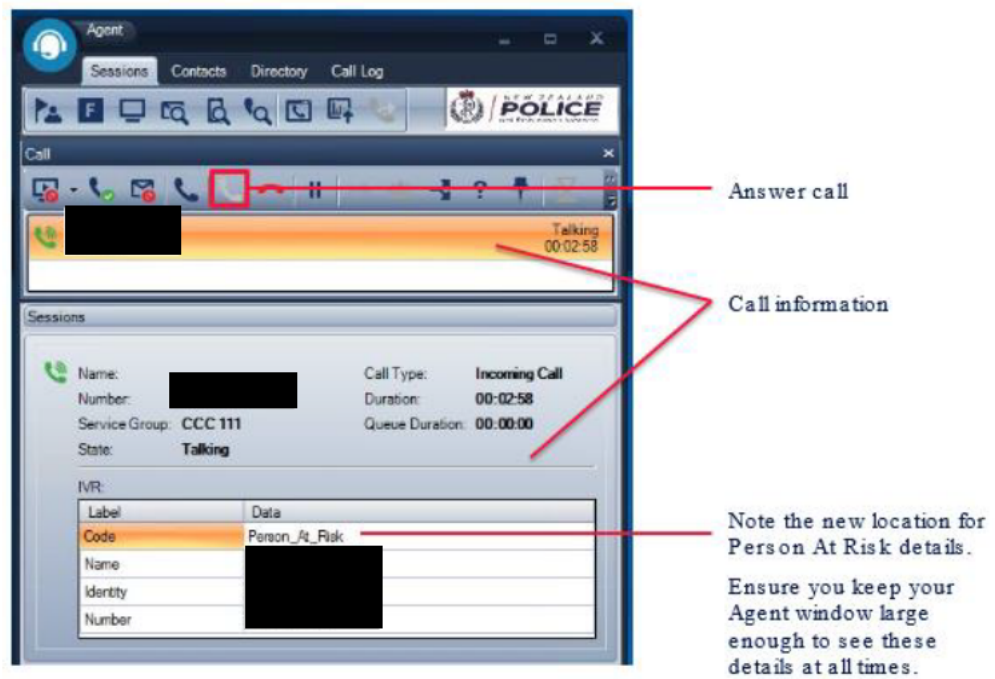
Consider the PaR alert as part of TENR assessment when entering event and prioritise accordingly.

For all PaR alerts add the 'Code' (e.g. PERSON AT RISK, VIP, JUDICIAL or TOPAZ) the 'Name' and 'Identity' into the event chronology, as soon as practical.

Advise supervisor of PaR alert.

For an NSEC where no other location information is available and the Identity is a NIA ID, consider a lookup in NIA to obtain a linked address.

Note: The PaR MICCE alert is an additional aid and does not replace other standard processes



Conclusion

Review

Today we have looked at:

- logging onto MICCE
 - using a headset
 - making and receiving calls
 - the hold and mute function
 - desktop messaging
 - transferring and conference calling
 - the advanced search and directory
 - clerical time
 - logging off
 - Person at Risk alerts
-

Summary

As this is the phone system for our Communications Centre, it is vital we are comfortable with it, and can use it effectively – this includes:

- logging on
 - making and receiving calls
 - locating internal and external numbers in our directory
 - transferring and conference calling
 - ending calls
 - logging off
-

Look forward

Explain the next lesson include:

- topic
 - trainer
 - location
 - time due back
-