



COVID 19 CONTINGENCY

End-user guide

Contents

1. Solution overview 2

2. VPN Solution (Always on VPN)..... 2

3. Software phone solution (Cisco Jabber) 3

 ▪ Using Cisco Jabber 3

 ▪ Disabling video calls 6

1. Solution overview

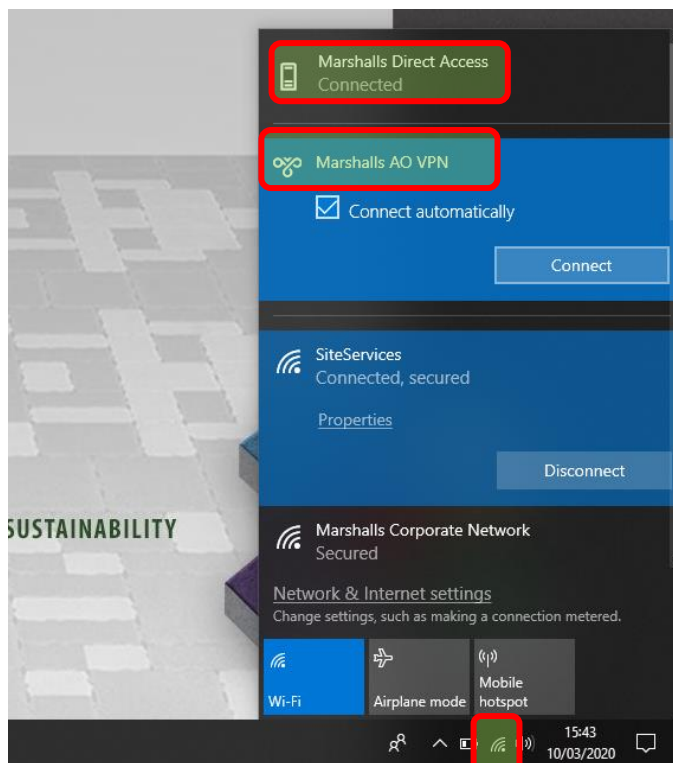
In the event that the COVID 19 threat enters the delay phase or higher, and Marshalls staff are requested to work from home, this DR plan will accommodate users that need to answer telephone calls remotely via Cisco Jabber.

The plan consists of two primary components: - a secondary VPN solution to the already existing Direct Access and a software-based telephone solution known as Cisco Jabber.

2. VPN Solution (Always on VPN)

Client VPN connections enable you to connect to corporate resources when working remotely, as if you were physically located in the office.

You should have two VPN connections available on your laptop, one named *Marshalls Direct Access* and another called *Marshalls AO VPN* – You can check this by clicking the Wi-Fi icon in the notification area on the taskbar: -



Both VPN connections automatically detect whether you are on or off the Marshalls network and will then connect autonomously based on the outcome. It is important to note however, that only one VPN connection can be active at any one time, in this case, the first one to make a valid connection wins.

If you are a Cisco Jabber user, you will need to be connected via *Marshalls AO VPN*. If your device has already connected to *Marshalls Direct Access*, you can easily change this by -

1. Clicking the Wi-Fi icon in the notification area (as above).
2. Clicking *Marshalls Direct Access*, which opens a new window.
3. Within the new window, select *Marshalls Direct Access* and click Disconnect.
Keep this window open, as Direct Access may try to re-connect – Continue to click disconnect.
4. Click the Wi-Fi icon again, select *Marshalls AO VPN* and click connect.

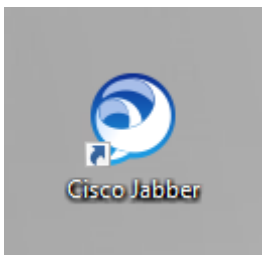
3. Software phone solution (Cisco Jabber)

Cisco Jabber is a software-based phone solution, which replicates a physical handset in the office, enabling you to make and receive calls with your normal extension and number.

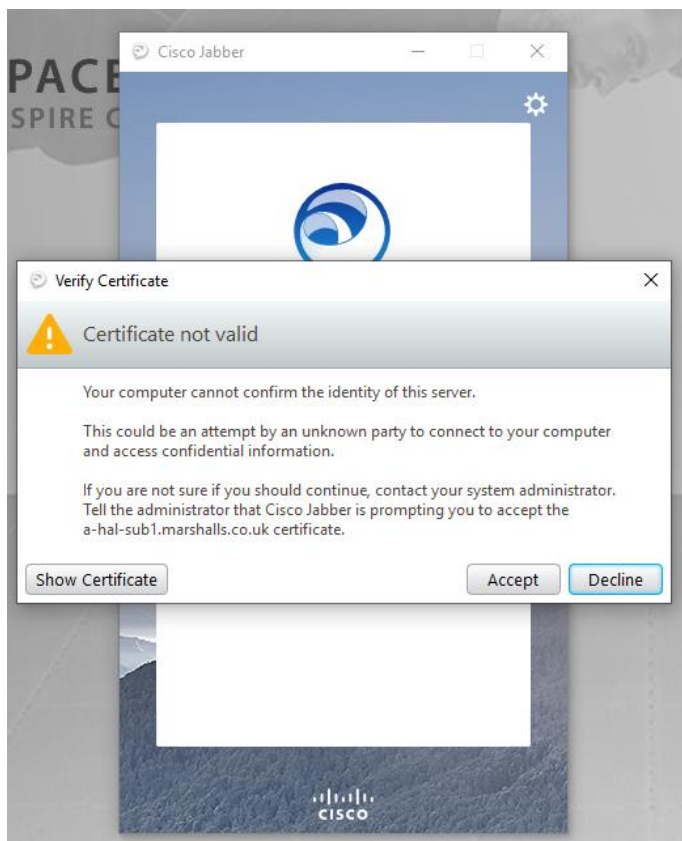
You should have already received a password from the Marshalls Helpdesk for Cisco Jabber, if you haven't already, please call them.

- Using Cisco Jabber

1. Open the Cisco Jabber application, which should be located on your desktop.



2. When opening for the first time, you may be prompted by the following certificate validity prompt – Click accept to all.



3. Enter your username (e.g. BloggsJ for Joe Bloggs) and password.

Your username and password should have been sent to you by the Marshalls Helpdesk.

If Jabber is asking for your username in an e-mail address format (@), please enter your username as above combined with "@10.101.164.86" – E.g. BloggsJ@10.101.164.86

Once entered, click sign in.

Standard username (BloggsJ)

The screenshot shows the Cisco Jabber login interface. It has a title bar with the Cisco Jabber logo and window controls. The main content area has the Cisco Jabber logo and the text "Enter your username and password for Phone Services." Below this are two input fields: "Username" and "Password". A "Sign In" button is at the bottom.

Username with @ (BloggsJ@10.101.164.86)

The screenshot shows the Cisco Jabber login interface. The "Username" field contains the text "gebruikersnaam@example.com". Below the fields is a "Doorgaan" button. At the bottom, there is a link labeled "Geavanceerde instellingen" which is highlighted with a red rectangle.

The screenshot shows the "Geavanceerde instellingen" (Advanced Settings) window. It has a title bar with the Cisco Jabber logo and window controls. The main content area has the text "Selecteer een accounttype." (Select an account type.) and three radio buttons: "Automatisch" (selected), "Cisco IM & Presence", and "WebEx Messenger". Below this is a radio button for "Cisco Communications Manager 9 of hoger" which is highlighted with a red rectangle. Under "Aanmeldingsserver:" (Login server:), there are two options: "Standaardserver gebruiken" (Use default server) and "De volgende server gebruiken:" (Use the following server:). The latter is selected and highlighted with a red rectangle, and it has a "Serveradres:" (Server address:) field below it. At the bottom, there are "Opslaan" (Save) and "Annuleren" (Cancel) buttons.

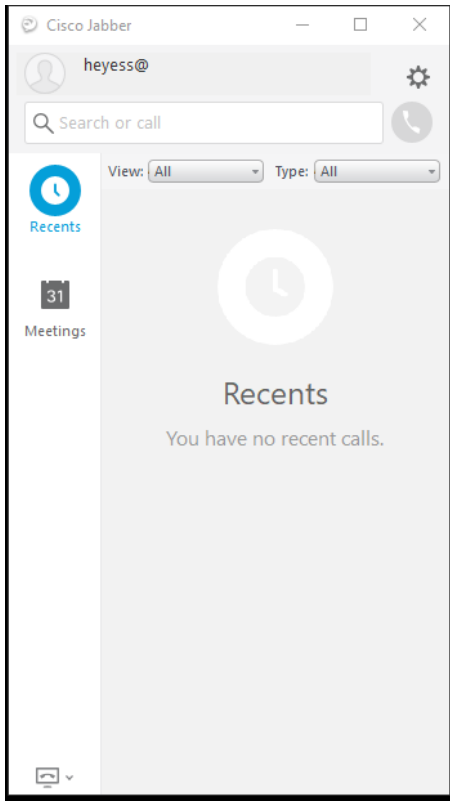
If your username is not accepted, or there is a failure to sign in.

Click "Advanced Settings", which is highlighted in the screenshot above.

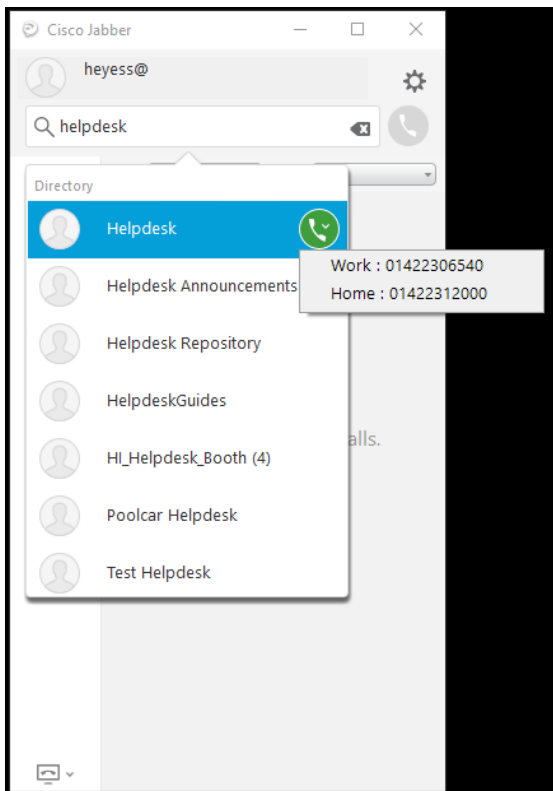
From the *advanced settings* window, select the two options highlighted in the screenshot to the left, and enter the server address = 10.101.164.86.

Click Save/Accept and try signing in again.

4. You are now logged into your phone and telephone number, and will be presented with the main Jabber interface.

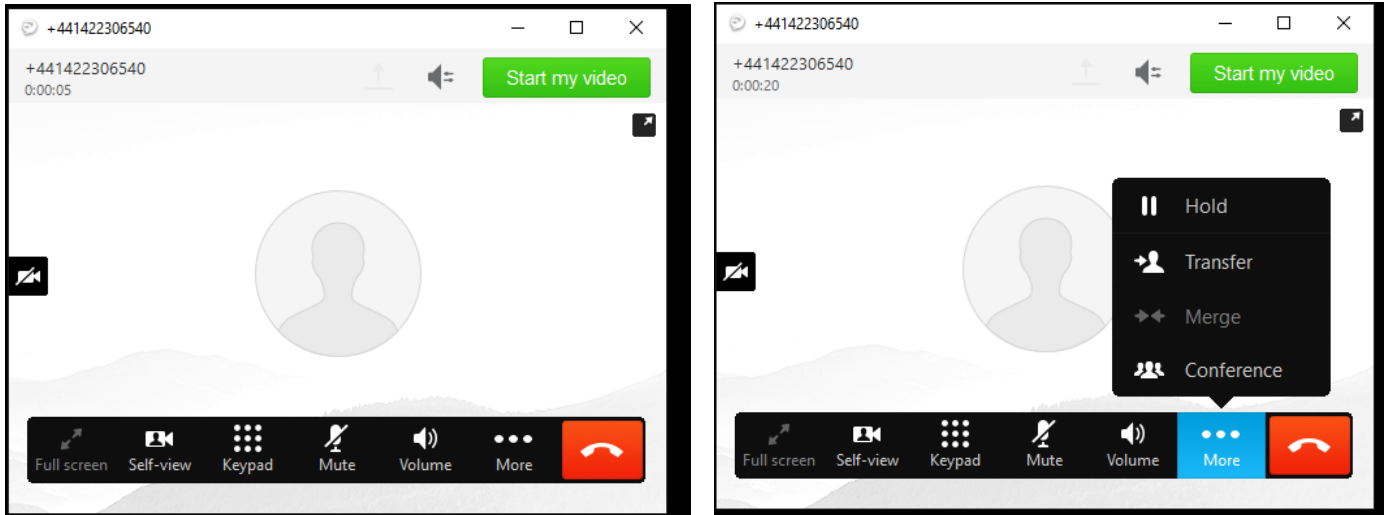


5. You can easily search for users or type in their extensions/phone numbers in the search box.



- Click the green phone icon alongside any name or number to initiate a call.

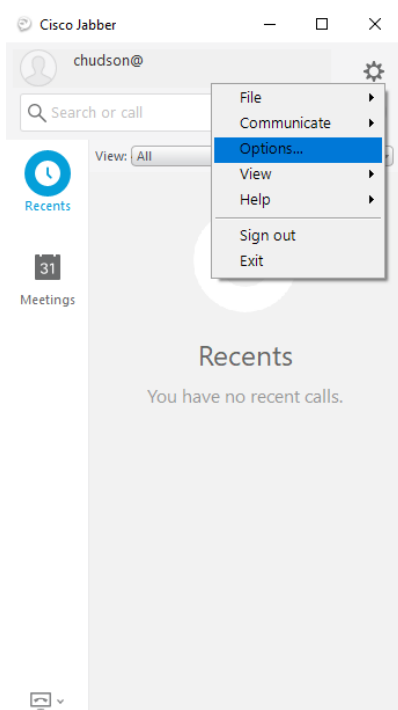
This will open a pop-up window with control options dedicated to the call, such as volume, hold, transfer and hang-up.



■ Disabling video calls

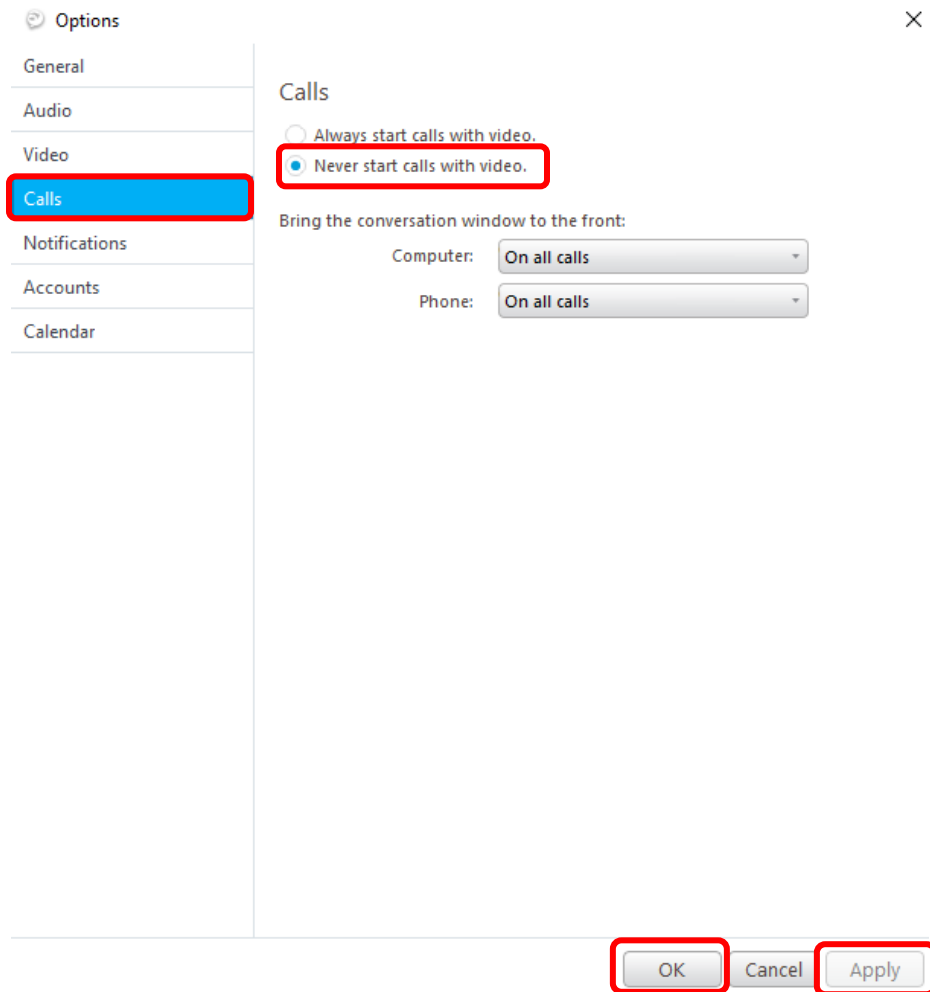
- It is important to disable video calling within Cisco Jabber to lessen the data usage across the network.

Within Cisco Jabber, click the settings icon/cog and choose options: -

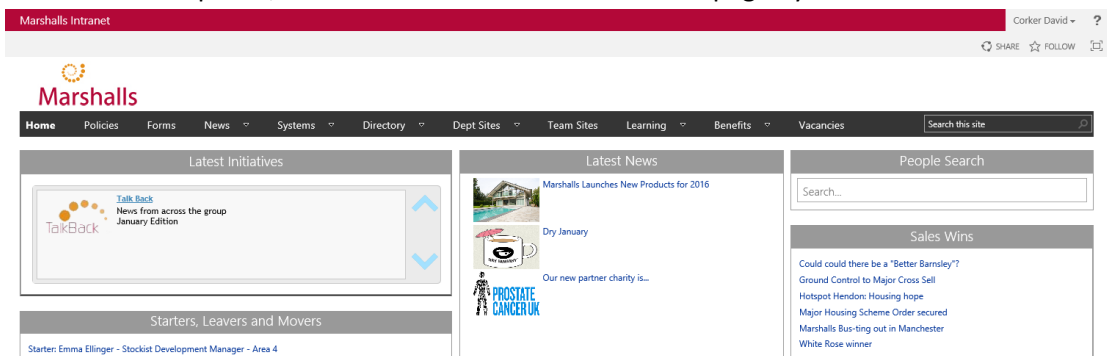


2. In the options window: -

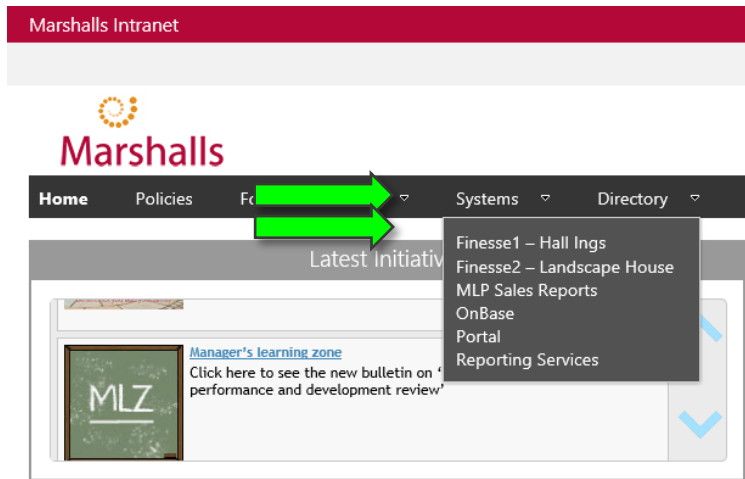
- Click *Calls*
- Choose *“Never start calls with video”*
- Click *Apply* and *OK*



7. start Internet Explorer, this will load the Marshalls Intranet page by default:



8. From the Systems menu on the Marshalls Intranet homepage, select either of the Finesse links:

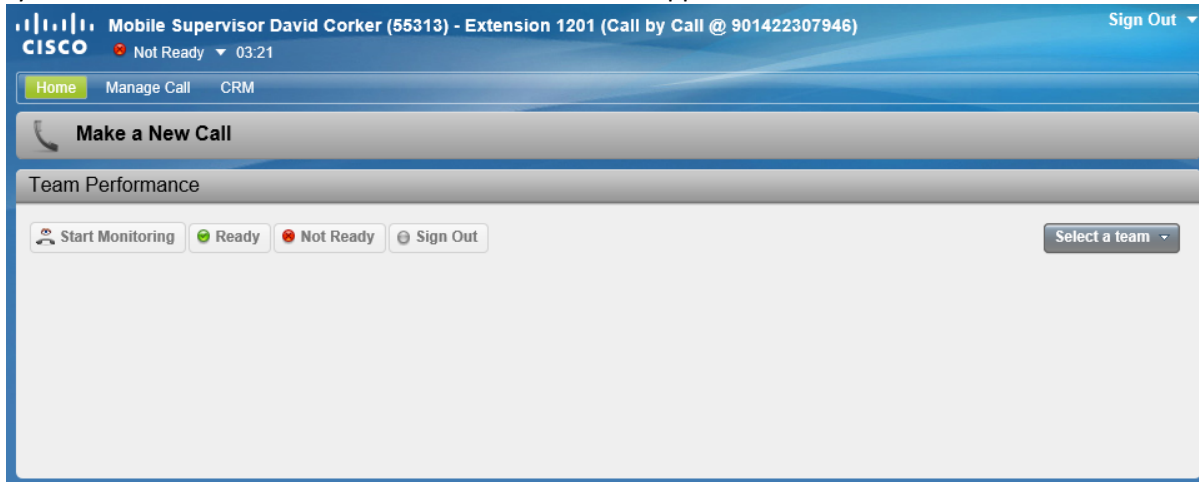


9. This will take you to the Finesse Login page:



Enter your Agent ID, Password and the Remote Agent Extension is your usual phone extension number. Then click 'Sign In'.

10. This will log you into the Finesse system:



11. From this point on, Finesse will work as normal – move to the Ready state and, when a customer calls, your Agent will be reserved, the telephone will make a call to your number and then connect you to the customer.

Caveats

Using the Finesse Remote Agent has some limitations:

Call Recording (Calabrio) – Calabrio relies on the Agent endpoint telephone being an IP phone directly connected to a Marshalls PC, within the Marshalls network. Since this is not the case, calls to Remote Agents will not be recorded.

Voicemail/Answerphones – If the mobile/landline you are using to receive calls has a voicemail/answerphone service then this needs to be switched off. If this is not done, there is a risk that Customer calls may be sent to your voicemail/answerphone.