

Tell Me When

The following will give you step-by-step instructions to utilize the Tell Me When feature. This feature will allow you to set the system to tell you when a contact's phone is available or when their presence is available. You may then have the system notify you, send an email to you, or initiate a call between you and the contact.

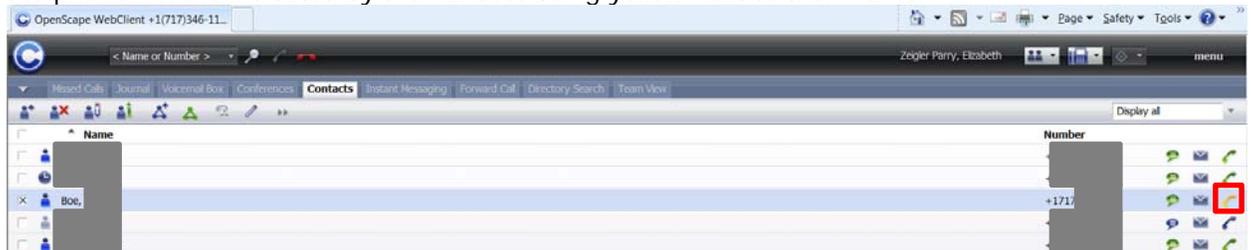
Step 1: Log Into UC Web Client

1. Open one of the following links: See last page to determine if you are System A or System B
 - a. System A: <http://openscapeuc1.pa.gov/>
 - b. System B: <http://openscapeuc2.pa.gov/>

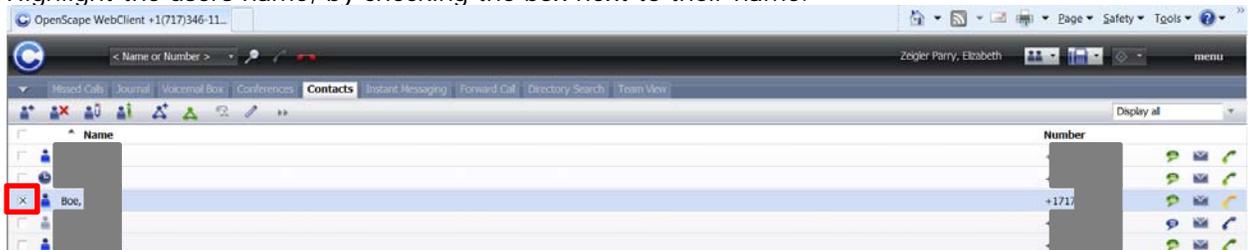
Tell Me When: Contacts Phone is Available

Use this option when you see your contact is on the phone. You will then be able to have the system tell you when their phone line is available.

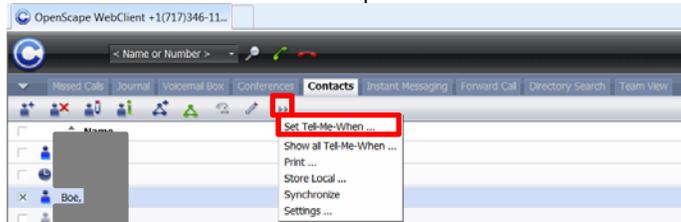
1. Under the **Contacts** tab, find the contact you would like to connect with, but it is currently on the phone. This is indicated by the handset being yellow next to their name.



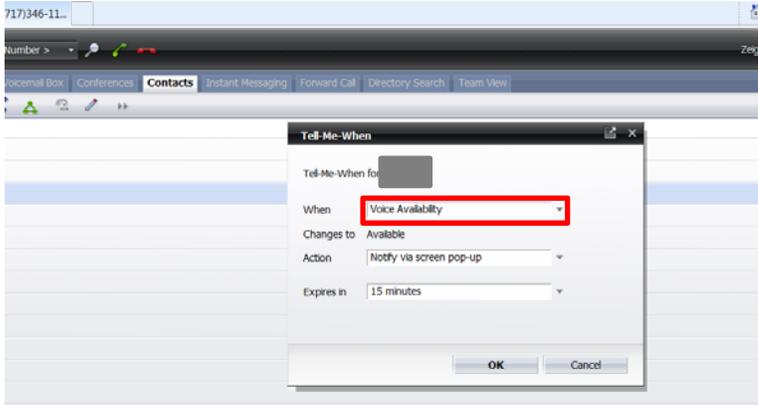
2. Highlight the users name, by checking the box next to their name.



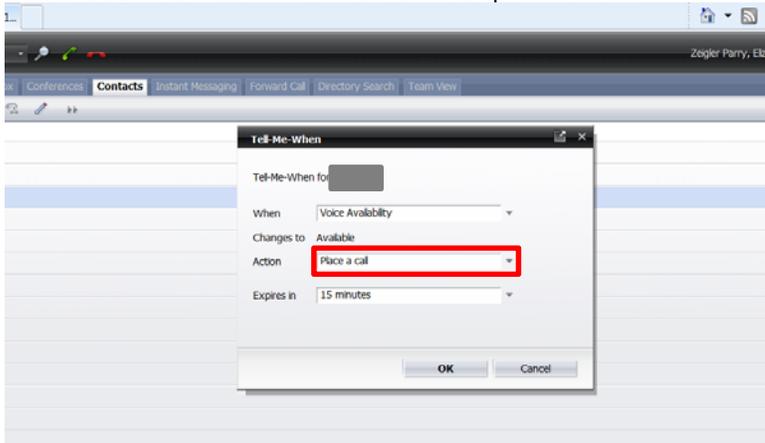
3. Click the two arrows at the top and select **Set Tell Me When**.



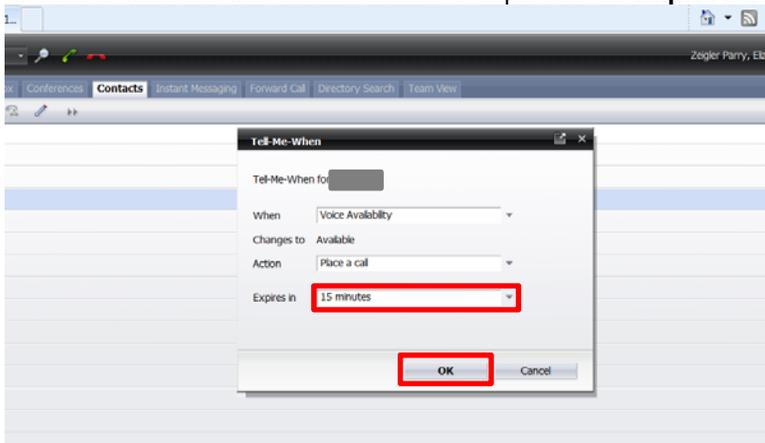
4. When the **Tell Me When** box appears, select **Voice Availability** from the **When** drop down box.



5. Select **Place a Call** from the **Action** drop down box.



6. Choose a time for the Tell Me When to expire in the **Expires in** drop down box. Click **OK**.



7. You will confirm the Tell Me When is set, as the icon next to your contacts name will now have a clock next to it.

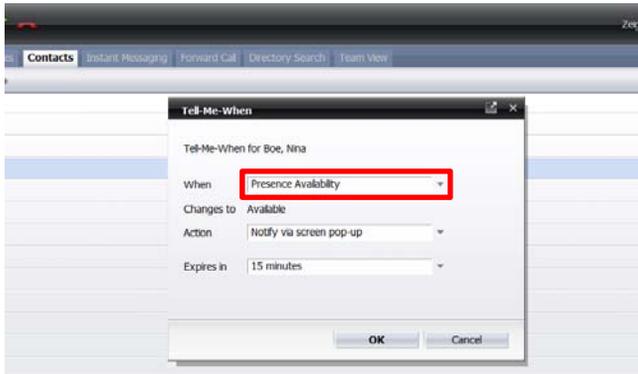


8. Once your contact is available, the system will generate a call to your phone. Your caller ID will state: **CTI Assisted** and the contact's number. Simply answer your phone and wait for your contact to pick up the call. You will now be connected.

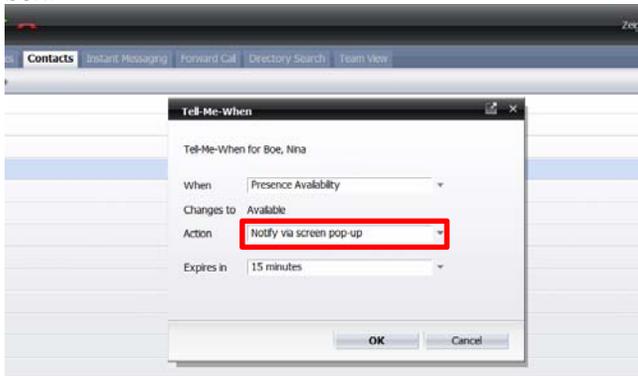
Tell Me When: Presence is Available

Use this option if your contact's presence is not available and you would like the system to notify you when they are available.

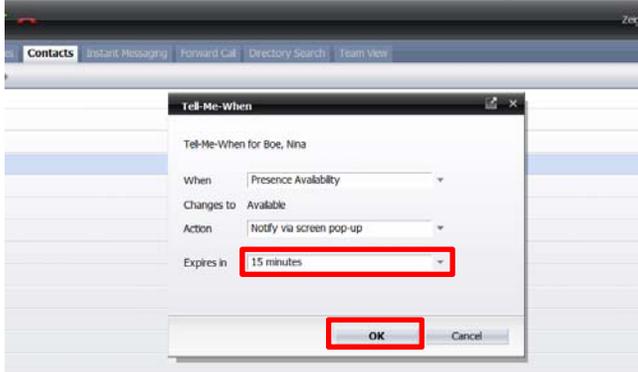
1. Repeat steps **1-3** above.
2. When the **Tell Me When** box appears, select **Presence Availability** in the **When** drop down box.



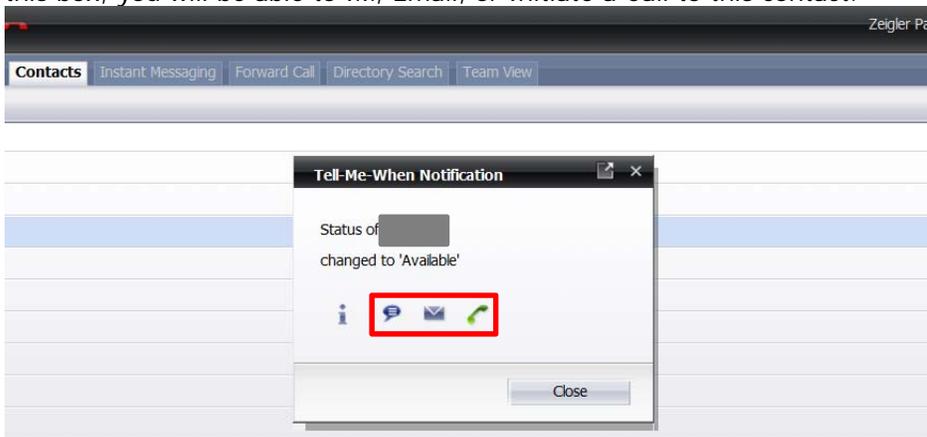
3. Select **Notify via screen pop-up** or **Notify via screen pop-up** from the **Action** drop down box.



9. Choose a time for the Tell Me When to expire in the **Expires in** drop down box. Click **OK**.



10. You will receive a screen notification when your contacts presence becomes available. From this box, you will be able to IM, Email, or Initiate a Call to this contact.



System by Agency

Use the following tables to determine if you are on System A or System B from Step 1.

System A

| | |
|----|---|
| 10 | Aging |
| 15 | General Services |
| 19 | State |
| 21 | Public Welfare |
| 31 | PEMA |
| 32 | Civil Service Commission |
| 33 | PennVest |
| 35 | Environmental Protection |
| 36 | State Tax Equalization Board |
| 37 | Environmental Hearing Board |
| 38 | Conservation & Natural Resources |
| 40 | State Ethics Commission |
| 65 | Gaming Control Board |
| 67 | Health |
| 72 | Public School Employees Retirement System |
| 79 | Insurance |
| 81 | Office of the Inspector General |
| 81 | OA Executive Offices |
| 83 | Patient Safety Authority |
| 92 | Auditor General |

System B

| | |
|----|--|
| 12 | Labor & Industry |
| 16 | Education |
| 17 | Public Utility Commission |
| 18 | Revenue |
| 20 | State Police |
| 22 | Fish and Boat Commission |
| 24 | DCED |
| 25 | Probation & Parole |
| 26 | Liquor Control Board |
| 27 | Milk Marketing Board |
| 28 | Lt Governor's Office |
| 30 | Historical & Museum Commission |
| 63 | Independent Regulatory Review Commission |
| 66 | Securities Commission |
| 68 | Agriculture |
| 71 | Municipal Retirement System |
| 75 | Banking |
| 78 | PennDOT |
| 99 | Governor's Office |