

ACD

To complete ACD functions using your telephone.

ACD Callers

Calls come in on the second intercom

- ACD agents can only accept one acd call, however if they get a non acd call it can come in on the first intercom button.
- ACD Pickup is used to pick up acd calls from the queue.

Logging in using the telephone.

- Press the ACD call button
- Press the acd login button
- Enter your agent id (ext number) followed by #.
- Enter your agent password (ext number) followed by # .
- Enter the group number followed by # (460 / 461).

Available / Unavailable:

- Press the **avail/unavail** button to activate. This is used to make an agent unavailable without logging out of the system. Use this for lunch breaks and coffee breaks.
- Agents can change their status by pressing the **avail/unavail** button.

Wrap Up:

- This allows agents to process the information related to the last ACD call. It is a pre-defined time limit that comes on automatically when you hang up from the call. You also can have an **end wrap up** telephone button.

Join:

- This feature enable the supervisor to participate in the agent's call making it a three-way conversation.

Acd Help:

This automatically places the caller on hold and rings the supervisor if one is available.

Work Unit:

- This feature enters an account code. This is used by MIS for system reporting.

ACD Call Pickup:

- Agents can quickly pick up a ringing ACD call on another agent's telephone. The call must be an acd call and the agent picking the call up must be logged in.

Supervisor Telephone Features:

Start / End Shift:

- Used to start or end a shift. When this button is used to enable or disable the queue., the ACD queue starts or stops receiving new calls. Call currently in the queue remain there until handled by the remaining agents. The last agent is not allowed to log out if there are calls in the queue.

Call Monitor / Join Call:

- When monitor call is pressed it allows the supervisor to have a one way path to listen only to the agent on a ACD call.
- Join call allows the supervisor to have a three way conference with the agent and the caller.
- Only one supervisor can monitor one agent at a time. Monitoring continues until it is cancelled or the agent logs out.

Alarm Indication:

- Used by agents and supervisor for indicating conditions within the queue that require attention. This can be done thru ringing of the telephone and through the LCD display. To turn this off on the phone once an alarm goes off press the soft key under the display labeled CLR (clear).