

Automatic Call Distribution (ACD) Agent Instructions

- LOGIN PROCEDURE**
1. Press **IN-CALLS**
 2. Hear 3 beeps followed by dial tone (steady light by in calls)
 3. Press **IN-CALLS** when you are ready for first call
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- TO RECEIVE ACD CALLS ON IN-CALLS**
1. All incoming **ACD** calls will be presented here
 2. Press **IN-CALLS** when phone rings
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- TRANSFER**
1. Press **TRANSFER** key
 2. Dial number
 3. Announce the call
 4. Press **CONNECT** key
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- HOLD**
1. Press **HOLD**.
 2. To take a call off **HOLD**, press the key beside the fast flashing indicator.
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- NOT READY**
1. Use if post-call/pre-call work is required
 2. Press **NOT READY** (lamp lights steadily)
 3. To return, press **NOT READY** again or press **IN-CALLS**
- If you press **NOT READY** when on an ACD call, you will **DISCONNECT** the caller.
 - You will not receive ACD calls if **NOT READY** is activated.
 - You will receive DN calls if **NOT READY** is activated.
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- MAKE BUSY (LOGOUT)**
1. You cannot receive any type of calls when turned on
 2. Use when you are leaving your position for more than 15 minutes, or at the end of the day
 3. Press **MAKE BUSY** (lamp light steadily)
 4. Upon return, perform login procedure
- You will not receive ACD calls if **MAKE BUSY** is activated.
 - You will not receive DN calls if **MAKE BUSY** is activated.
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DIRECTORY NUMBER (DN)

Your personal station number on which you can make and receive calls.

- TO MAKE A CALL**
1. Press **DN**
 2. Hear dial tone
 3. Dial number
- You will not receive ACD calls if you are on a DN call.
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- TO RECEIVE A CALL ON DN KEY**
1. Your set will ring or buzz
 2. Lamp next to **DN** will flash slowly
 3. Press **DN** to answer call
- You will not receive ACD calls if you are on a DN call.
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DISPLAY QUEUE

1. Press **DISPLAY QUEUE**

2. **DISPLAY QUEUE** will show the following:

WAITING Number of Calls Waiting

LWAIT

Longest Wait Time of Queue

MAND Number of Agents Logged in

TOFQ

Overflow Queue

LOGOUT (MAKE BUSY) 1. Press **MAKE BUSY**

2. Steady light next to **MAKE BUSY**

3. You are logged out

- You will not receive ACD calls if **MAKE BUSY** is activated.
 - You will not receive DN calls if **MAKE BUSY** is activated.
 - If you press **MAKE BUSY** again (light goes off), then you will be able to receive DN calls.
 - Pressing **MAKE BUSY** when on a call will NOT hang up on a caller.
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**TERMINATING AN
ACD CALL**

1. Wait for caller to disconnect. You will automatically be returned to agent queue for subsequent calls.

2. Press **IN-CALLS** (lamp goes dark if there are no calls... lamp flashes if next call is being presented)

3. Press **DN**

4. Press **NOT READY**

OR

5. Press **GOODBYE**
