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

TO RECEIVE ACD CALLS ON IN-CALLS
1. All incoming ACD calls will be presented here
2. Press IN-CALLS when phone rings

TRANSFER
1. Press TRANSFER key
2. Dial number
3. Announce the call
4. Press CONNECT key

HOLD
1. Press HOLD.
2. To take a call off HOLD, press the key beside the fast flashing indicator.

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.

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.

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.

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.
DISPLAY QUEUE
1. Press DISPLAY QUEUE
2. DISPLAY QUEUE will show the following:

<table>
<thead>
<tr>
<th>WAITING</th>
<th>Number of Calls Waiting</th>
<th>LWAIT</th>
<th>Longest Wait Time of Queue</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAND</td>
<td>Number of Agents Logged in</td>
<td>TOFQ</td>
<td>Overflow Queue</td>
</tr>
</tbody>
</table>

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.

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