

AUTOMATIC CALL DISTRIBUTION (ACD) GROUPS QUICK GUIDE FOR LOGGING IN

The following steps for logging into an ACD group will ensure that representatives who answer calls in ACD groups will correctly log into their own ACD group and not another ACD group. Correctly logging into the appropriate ACD group will also result in accurate statistical reports for each individual ACD group.

Important: Always use Log-in ID and Password labeled on the phone located by your Make Set Busy (MSB) key.

Acronyms in this guide:

ACD: Automated Call Distribution

MSB: Make Set Busy

ACDNR: ACD Not Ready

SDN: Secondary Directory Number

Logging In:

1. Push the MSB key: (a solid diamond will appear)
2. Push Incalls key: (key 1, listen for dial tone)
3. Enter 4-digit Login ID: (listen for confirmation tone)
4. Enter 4-digit password: (phone goes into ACDNR)

You are now logged into your ACD group.

5. Push ACDNR key when you are ready to start receiving calls.

Important Feature Reminders:

If the **ACDNR key is activated**, this feature does the following:

- Allows outgoing and incoming calls on your second key.
- **Does not** allow incoming ACD calls to ring on the set. Instead, caller moves on to the next available agent.

If the **MSB key is activated** (not flashing), this feature does the following:

- Puts both Key 1 and Key 2 lines into a busy state and does not allow calls to come in. The caller will hear a busy signal for Key 2 and since Key 1 is busy, the call for that line will move on to the next available representative.

Note: *It is possible for an agent to receive calls on his/her SDN. Simply depress the MSB key twice. This makes the lamp flash and allows calls on the agents' SDN.*

- Allows agent to log into the ACD group along with the Incalls Key (Key 1) by using Login ID and Password assigned for that phone.