NEC

Aspire

Automatic Call Distribution (ACD)

Feature Handbook

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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What is ACD?

Equitable Distribution of Calls Among Agents

Automatic Call Distribution (ACD) uniformly distributes calls among member agents of a programmed ACD Group. When a call rings into an ACD Group, the system automatically routes the call to the agent that has been idle the longest. Automatic Call Distribution is much more sophisticated and comprehensive than Department Calling and other group services — it can accurately judge the work load at each agent and distribute calls accordingly. Automatic Call Distribution operation is further enhanced by:

- ACD Announcements (which play to incoming callers)
- ACD Call Queuing
- ACD Overflow
- Agent Log In and Log Out Services
- Call Monitoring
- Enhanced DSS Operation
- Flexible Time Schedules
- Supervisory Functions

Transferring Calls to an ACD Group

To Transfer a call to an ACD Group:

1.   At keyset or DSL, press HOLD.
      OR
      At SLT, hookflash
            You hear Transfer dial tone.
2.   Dial ACD Group Master Number.
            You can press a One-Touch Key for the master instead.
3.   Hang up.

Answering Outside Calls that Ring Your ACD Group

To answer an outside call that rings your ACD Group:

            *DISA, DID and tie trunks can ring an ACD master number directly. Other trunk types can ring
            ACD Groups. Trunks can also be transferred to ACD master numbers.*
1.   Lift handset.
2.   If you don't automatically answer the call, press the flashing line key.

Agent Log In and Log Out

To log your extension into the ACD Group:

<u>**Keyset**</u>
            *Your display shows: WAIT ACD LOGIN. The ACD agent's display may not indicate the WAIT
            ACD LOGIN status (however, the agent may still log in using the following procedure).*
1.   Press idle CALL key.
2.   Dial *5.
            You hear confirmation tone.
             OR
      Press ACD Log On/Off key (SC 852: code *10).
            You hear a single beep.
            Your display will show the ACD Group to which you are logged in.
            If your system has ACD Identification Codes enabled, enter it now. Turn to page 9 for more.

<u>**DSL or SLT**</u>
1.   Lift handset.
2.   Dial *5.
            You hear confirmation tone.
            If your system has ACD Identification Codes enabled, enter it now. Turn to page 9 for more.

To log your extension out of an ACD Group:

Keyset
> *Your display shows the ACD Group to which you are logged in.*
1.   Press idle CALL key.
2.   Dial *5.
>   OR
> Press ACD Log On/Off key (SC 852: code *10).
>> *Your display shows: ACD LOGOUT (1:Yes, 0:No)*
3.   Dial 1 to log out.
> *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/*
>   *Log Off key.*
>>   OR
> Dial 0 to cancel the log out and return to the group.

DSL
1.   Lift handset.
2.   Dial *5.
3.   Dial 1 to log out.
> *You hear confirmation tone.*
>>   OR
> Dial 0 to cancel the log out and return to the group.

SLT
1.   Lift handset.
2.   Dial 155.

Changing ACD Group Assignment

To change your ACD Group Assignment:

1.   Log out of your ACD Group (see the instructions above).
2.   Press idle CALL key.
3.   Dial 170.
4.   Dial the number of the ACD Group (1-64) into which you want to log.
> *You hear confirmation tone.*
5.   Log into the new ACD Group (see the instructions above).

Emergency Call

Description

If an ACD Agent needs assistance with a caller, they can place and Emergency Call to their ACD Group Supervisor. Once the supervisor answers the Emergency Call, they automatically monitor both the ACD Agent and the caller. If the agent needs assistance, the supervisor can press their Emergency Call key and join in the conversation. Emergency Call can be a big help to inexperienced ACD Agents that need technical advise or assistance with a difficult caller. The supervisor can easily listen to the conversation and then "jump in" if the situation gets out of hand.

If an ACD Supervisor is on an Emergency Call, the system may allow calls to the ACD Supervisor to be transferred to the System Supervisor (The System Supervisor can be programmed to have an Emergency Call key and Supervisor Split key assigned).

Operation

To place an Emergency Call to your ACD Group Supervisor:

1. While talking to your caller, press Emergency Call Key (SC 852: *12).
   Your Emergency Call key lights steadily. You display shows: EMG CALL CALLING
   The Emergency Call key on your ACD Group Supervisor's telephone flashes fast.

To answer an Emergency Call (from an agent in the ACD Group you supervise):

   Your Emergency Call key flashes fast and your phone rings. Your display shows: EMG CALL CALL FROM
1. Lift handset.
2. Press flashing Emergency Call Key (SC 852: *12).
   You can hear both your ACD Agent and the outside caller, but you cannot talk to either party.
   The display on both your phone and your agent's phone changes to: EMG CALL MONITOR

To break into you ACD Agent's call (after answering their Emergency Call):

1. Press Emergency Call Key again.
   The display on both your phone and your agent's phone changes to : EMG CALL BREAK IN
   You can converse with all three parties simultaneously.
   The initial call will continue if you hang up.

To split away from your ACD Agent and talk to the outside caller (after breaking into the Emergency Call):

1. Press your Supervisor Split key (SC 852: *16).
   The Supervisor Split key lights.
   The display on both your phone and your agent's phone changes to EMG CALL   WAIT.
   The ACD Agent goes on Hold and you talk to the outside caller.

To end the Supervisor Split:

1. Press your Supervisor Split key (SC 852: *16).
   You see: RELEASE ACD TEL?   (1:YES, 0:NO)
2. Dial 0 to return to the Break In mode (where you were talking with the agent and the outside caller).
   OR
   Dial 1 to hang up on the ACD Agent and talk privately with the outside caller.
   The ACD Agent hears busy tone until they hang up.

Headset Operation (with Automatic Answer)

Description

An ACD Agent or ACD Group Supervisor can utilize a customer-provided headset in place of the handset. The headset conveniently frees up the user's hands for other work and provides privacy while on the call. In addition, an ACD Agent with a headset can have Automatic Answer. This allows an agent busy on a call to automatically connect to the next waiting call when they hang up.

Like any other system keyset, an ACD Agent in the headset mode has two options for when it appears busy to incoming callers. The headset extension can be:

- Busy to incoming callers when only one extension appearance is busy (i.e., Off Hook Signaling prevented). This would allow an agent to receive an off-hook signal or announcement from a co-worker when they are talking to a caller.
- Busy to incoming callers only when both extension appearances are busy (i.e., Off Hook Signaling allowed). In this mode, co-worker's could not call an agent who was already talking to a caller.

Operation

Note: While in the headset mode, the hook switch is not functional.

To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the phone.
2. Program a Headset Key (SC 851: 05).

To use the headset:

1. Press the Headset Key (SC 851: 05).
2. Press a line key to make a trunk call.
   OR
   Press SPK to get Intercom dial tone.
   OR
   If on a call, press SPK to hang up.
   The Headset Key lights when you are in the headset mode.
   If your ACD Group has Automatic Answer enabled and the mode is enabled on the keyset, the next waiting call is automatically answered by the agent.

To Enable Automatic Answer for an Agent:

1. Press the CHECK key and then press the Headset Key (SC 851: 05) twice.
   The Headset key flashes while Automatic Answer is active. Automatic Answer for the ACD group must also be enabled.
2. Press the CLEAR key.
   Incoming CO calls to the agent will automatically be answered. Ringing intercom calls are not automatically answered and if not answered manually (by pressing the Headset Key), the call will overflow to agent's voice mail. Voice-announced intercom calls can be responded to handsfree.

To Disable Automatic Answer for an Agent:

1. Press the CHECK key and then press the Headset Key (SC 851: 05) twice.
   The Headset key goes out.
2. Press the CLEAR key.

Description

Hotline gives a keyset user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

Enhanced for ACD applications, Hotline provides a unique Busy Lamp Field for ACD agents as well as a BLF for co-workers that are not ACD agents. The charts below show both sets of BLF indications.

BLF For ACD Agents	
When the key is . . .	**The ACD Agent is . . .**
Off	Idle and is not an ACD Agent
On	Busy
Double Wink Off	Making an Emergency Call
Wink Off	Logged off or not installed
Double Wink On	Logged on
BLF For Co-workers That Are Not ACD Agents	
When the key is . . .	**Your co-worker is . . .**
Off	Idle
On	Busy or ringing
Fast Flash	In Do Not Disturb — All calls (option 3) or Intercom calls (option 2)

Operation

To place a call to your Hotline partner:

1.   Press Hotline key (SC 851: 01 + partner's extension number).
           You can optionally lift the handset after this step for privacy.

To transfer your outside call to your Hotline partner:

1.   Press Hotline key.
2.   Announce call and hang up.
      OR
      Hang up to have the call wait at your Hotline partner unannounced.
           If unanswered, the call recalls like a regular transferred call.

To answer a call from your Hotline partner:

1.   If you hear two beeps, speak toward the phone.
      OR
      If your telephone rings, lift the handset.

Description

If the system has an inDepth ACD/MIS installed, Identification Codes give the ACD administrator the ability to set up the inDepth Reporter and Real Time products based on ACD Agent Number. With ID Codes enabled, each ACD Agent must enter an identifying code each time they log onto their ACD Group. This unique code becomes their Agent Number while they are logged on. The screen shot below is a typical inDepth Real Time view sorted by Agent Number.

The capability to view ACD Agent activity by Agent Number simplifies administration of ACD Groups where agents are frequently not at their desks. For example, if an agent must temporarily go to a computer lab to help a customer, they can:

- Log out of the group from the extension on their desk.
- Log in (using their ID code) at the extension in the lab.
- Assist new callers from the lab. The inDepth will keep track of their ACD activity while using the lab telephone.

InDepth Real Time View Sorted by Agent Number

Agent Identity Code (AIC)

An Agent Identity Code (AIC) allows ACD agents to log in any extension. AIC also allows ACD agents to log in to multiple ACD groups at the same time.

Identification Codes for ACD Agents

Operation

To log your extension into the ACD Group (when ID codes are enabled):
Keyset

Your display shows: WAIT ACD LOGIN

1.   Press idle CALL key.
2.   Dial *5.

You hear confirmation tone.

OR

Press ACD Log On/Off key (SC 852: code *10).
3.   Dial the ID code.

You hear a single beep. Your display will show the ACD Group to which you are logged in.

Although you can enter a code of any valid length, ask your supervisor which ID code you should enter.

DSL or SLT

1.   Lift handset.
2.   Dial *5.
3.   Dial the ID code.

You hear confirmation tone.

Although you can enter a code of any valid length, ask you supervisor which ID code you should enter.

AIC Agent Log In (when your system has AIC enabled):

To log in:

Keyset

1.   Press the ACD Log In/Log Out key (SC 851: *10).
     OR
     Press CALL key and dial the AIC Log In service code.
2.   Dial the log in code (up to 20 digits).
3.   Dial the Agent Identity Code (AIC) (up to 4 digits).

The ACD Log In/Log Out key lights.

To log out (for single or multiple agent log ins):
Keyset

All AIC log ins become invalid.

1.   Press the ACD Log In/Log Out key (SC 851: *10).
2.   Dial 1 to accept.
     OR
1.   Press CALL key and dial the AIC Log In service code.

The ACD Log In/Log Out key goes out.

DSL/SLT

All AIC log ins become invalid.

1.   Lift the handset.
2.   Dial the AIC Log Out service code.

          OR

1.   To log out of an ACD group without using AIC: Lift the handset..
2.   Dial the ACD Log Out service code 155.

Multiple Agent Log In

To log in:

<u>**Keyset**</u>
1.   Press the ACD Log In/Log Out key (SC 851: *10).
2.   Dial 0 to cancel the log out option.
3.   Dial the Agent Identity Code (AIC) (up to 4 digits).
          The ACD Log In/Log Out key lights.
               OR
1.   Press CALL key and dial the AIC Log In service code.
2.   Dial the Agent Identity Code (AIC) (up to 4 digits).
          The ACD Log In/Log Out key lights.

<u>**DSL**</u>
1.   Lift the handset and dial the AIC Log In service code.
2.   Dial the log in code (up to 20 digits).
          This step may not be required.
3.   Dial the first Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.
4.   Press HOLD.
5.   For second agent log: Dial the second Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.
6.   For third agent log: Dial the third Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.

<u>**SLT**</u>
          Follow Steps 1-3 to log in with additional AICs (up to 3) at any time.
1.   Lift the handset and dial the AIC Log In service code.
2.   Dial the log in code (up to 20 digits).
          This step may not be required
3.   Dial the first Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.
<u>When immediately logging in with additional AICs.</u>
4.   For second agent log: Dial the second Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.
5.   For third agent log: Dial the third Agent Identity Code (AIC) (up to 4 digits).
          You will hear a confirmation tone.

Description

Any keyset can have Call Coverage keys for ACD Groups. When a call comes into a covered ACD Group, the Call Coverage key will ring immediately, ring after a delay or just flash (depending on system programming and user-set options). The keyset user can answer the call by just lifting the handset and pressing the Call Coverage key. ACD Call Coverage keys help maximize ACD service during high traffic periods or when agents are unavailable.

The covering extension does not have to be a member of the ACD Group, an ACD Group Supervisor or an ACD System Supervisor. In addition, an extension can have Call Coverage keys for as many ACD Groups as it has available programmable keys.

An ACD Group Call Coverage key also allows for one-button Transfer to an ACD Group.

Operation

To answer a call ringing an ACD Group Call Coverage key:

1. Press flashing Call Coverage key (SC 852: *03 + ACD master).
   The Call Coverage key may flash only, ring after a delay or ring immediately.

To Transfer a call to an ACD Group:

1. Place or answer call.
2. Press ACD Group Call Coverage key.
3. Hang up to have call go through.
   You cannot place a screened Transfer to an ACD Group.

To set up an ACD Group Call Coverage key:

1. Press idle CALL key.
2. Dial 852.
3. Press the programmable key you want to program.
   The previously programmed entry displays.
4. Dial *03.
5. Dial the ACD Group master number and press HOLD.
   You see the SET RING option.
6. Dial 1, 2, 3, 4, 5, 6, 7 and 8 to ringing for the Day, Night, Midnight, Rest, Day2, Night2, Midnight2, and Rest2 modes respectively.
   OR
   Press HOLD and dial 1, 2, 3, 4, 5, 6, 7 and 8 to turn off ringing for the Day, Night, Midnight, Rest, Day2, Night2, Midnight2, and Rest2 modes respectively.
   You can make flexible entries. For example, you can have ringing in the day and night modes and turn off ringing for the midnight and rest modes.
   The ringing mode (delayed or immediate) follows system programming.
7. SPK to hang up.

Description

Off Duty Mode temporarily logs-out an ACD agent's phone. There are two types of Off Duty Mode:

- **Manual Off Duty Mode**
  An ACD Agent can enable Manual Off Duty Mode anytime they want to temporarily log out of the ACD Group. They might want to do this if they go to a meeting or get called away from their work area. While logged out, calls to the ACD Group will not ring the agent's phone.

- **Automatic Off Duty Mode**
  When an ACD Group has Automatic Off Duty Mode, the system will automatically put an agent's phone in Off Duty Mode if it is not answered. This ensures callers won't have to wait while ACD rings an extension that won't be answered. For keysets, the system enables Automatic Off Duty Mode for all phones with Off Duty Mode keys. For SLTs, you must set an option in programming to enable Automatic Off Duty Mode.

Operation

To activate Off Duty Mode:

> *When you have a Off Duty Mode key, the system automatically activates Off Duty Mode if a call rings your phone and you don't pick it up.*

Keyset

1. Press your Off Duty Mode Key (SC 852: *13)

   > *Your Off Duty Mode Key lights.*

   OR

   Press idle CALL key and dial 158.

   > *When you activate Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as logged out (i.e., wink off).*

SLT/DSL

1. Lift handset.
2. Dial 158

   > *When you activate Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as logged out (i.e., wink off).*

Off Duty Mode

To cancel Off Duty Mode:

<u>**Keyset**</u>

1.   Press your Off Duty Mode Key (SC 852: *13)

> *Your Off Duty Mode Key goes out.*

OR

Press idle CALL key and dial 159.

> *When you cancel Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as available (logged in).*

<u>**SLT/DSL**</u>

1.   Lift handset.
2.   Dial 159

> *When you cancel Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as available (logged in).*

Description

ACD offers extensive overflow options for each ACD Group. For example, a caller ringing in when all agents are unavailable can hear an initial announcement (called the 1st Announcement). This announcement can be a general greeting like, "*Thank you for calling. All of our agents are currently busy helping other customers. Please stay on the line and we will help you shortly.*" If the caller continues to wait, you can have them hear another announcement (called the 2nd Announcement) like, "*Your business is important to us. Your call will be automatically answered by the first available agent. Please stay on the line.*" If all the ACD Group's agents still are unavailable, the call can automatically overflow to another ACD Group or the Voice Mail Automated Attendant. If all agents in the overflow ACD Group are busy, Lookback Routing automatically ensures that the waiting call will ring into the first agent in either group that becomes free.

You can assign an ACD Group with any combination of 1st Announcement, 2nd Announcement and overflow method. You can have, for example, a Technical Service group that plays only the 2nd Announcement to callers and then immediately overflows to Voice Mail. At the same time, you can have a Customer Service group that plays both announcements and does not overflow.

Temporary Override of the Overflow Destination

The system can be programmed to temporarily transfer overflow calls to a specific ACD Group using the ACD Overflow Control Programmable Function Key. When this key is active, the system will overflow the calls to the ACD Group defined when the key was programmed. Only ACD Supervisors and ACD Group Supervisors can use this key. If both the Supervisor and Group Supervisor activate the temporary overflow for the same ACD Group, the Supervisor's programming will take priority and the system will overflow according to the Supervisor's setting. Multiple Overflow Control keys can be programmed on a keyset, each with a different ACD Group as the overflow destination.

Operation

Once programmed, overflow operation is automatic.

TEMPORARY OVERRIDE OF THE OVERFLOW DESTINATION

To Activate ACD Overflow Control:

1.   Press the ACD Overflow Control key (SC 852: code *18)
          The key flashes while active.
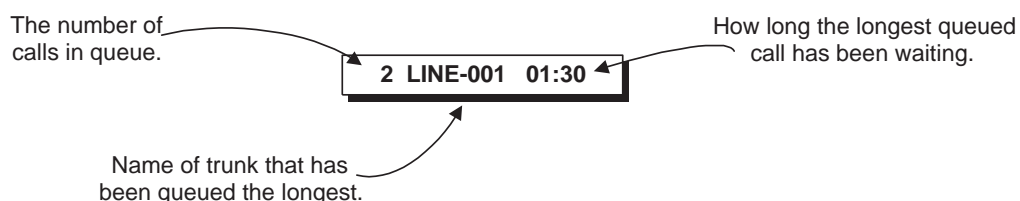
To Deactivate ACD Overflow Control:

1.   Press the ACD Overflow Control key (SC 852: code *18)
          The key goes out and the system follows the programmed overflow.

Description

When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to occur on the ACD Group Supervisor and/or agent's display. The display helps the supervisor keep track of the traffic load within their group. In addition, any display keyset can have a Queue Status Display Check programmable function key. The keyset user can press this key any time while idle, and using the VOL ▼ and VOL ▲, scroll through the Queue Status Displays of all the ACD Groups. The Queue Status Displays shows (see the Queue Status Display illustration below):

- The number of calls queued for an available agent in the group.
- The trunk that has been waiting the longest, and how long it has been waiting.

The number of
calls in queue.

How long the longest queued
call has been waiting.

2 LINE-001   01:30

Name of trunk that has
been queued the longest.

Operation

When Logged Into ACD Group

1. With an idle keyset, press the Queue Status Display Programmable Function Key (SC 852: code *19).
    The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.
    When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.
    When an agent logs in using an AIC code, the Queue Status of the default ACD group is defined in system programming.
2. Press the VOL ▼ and VOL ▲ to scroll through the Queue Status Displays of all the ACD Groups.
3. Press the CLEAR key to return the phone to an idle state.

When Logged Out of ACD Group

When ACD agents are logged out and a call is placed into the ACD queue, the phones of the logged out agents will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display Programmable Function key will temporarily return the phone to idle.

Description

You can designate an extension in an ACD Group to be the group's supervisor. Once assigned as an ACD Group Supervisor, the user can:

- Take the entire ACD Group out of service (outside callers will hear ringback or the ACI recording).
- Check the log out status of each agent after the group taken down.
- Restore the ACD Group to service.

During programming, you can choose one of three modes of operation for each ACD Group supervisor:

- Supervisor's extension cannot receive calls to the ACD Group (mode 0).
- Supervisor's extension can only receive ACD Group calls during overflow conditions (mode 1).
- Supervisors extension receives calls just like any other ACD Group agent (mode 2).

An ACD Group can have only one supervisor. In addition, an extension can be a supervisor for only one ACD Group.

Operation

LOGGING ON TO THE ACD GROUP

To log your supervisor extension into the ACD Group:

> *You only have Group Supervisor capability while logged into the ACD Group.*
> *Your display shows: WAIT ACD LOGIN*

1. Press idle CALL key.
2. Dial *5.
> *You hear confirmation tone.*

OR

Press ACD Log On/Off key (SC 852: code *10).
> *Your Log On/Off key lights and you hear a single beep.*
> *Your display will show the ACD Group to which you are logged in.*

To log your supervisor extension out of an ACD Group:

> *This will end your Group Supervisor capabilities.*
> *Your Log On/Off key will be on and your display shows the ACD Group to which you are logged in.*

1. Press idle CALL key.
2. Dial *5.
   OR
   Press ACD Log On/Off key (SC 852: code *10).
   > *Your display shows: ACD LOGOUT (1:Yes, 0:No)*
3. Dial 1 to log out.
   > *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/Log Off key).*
   > *Dial 0 instead to cancel the log out and return to the group.*

TAKING AN ACD GROUP OUT OF SERVICE

To take your entire ACD Group out of service:

> *You must be logged into the group.*

1. Press your Out of Service key (SC 852: code *14).
   > *Your display shows: END OF WORK? (1:Yes,0:No)*
2. Dial 1 to take your entire ACD Group out of service.
   > *The Log On/Off and Out of Service keys light. While you are logged out, calls no longer ring into the ACD Group.*
   > *Your display shows: G:n END OF WORK! TERMINAL LOG OUT... indicating that all agents have not yet logged out of the group.*
   > *Dial 0 instead to cancel and return to the group.*

To check to see which agents have not yet logged out of the ACD Group:

> *Your display shows: G:n END OF WORK! TERMINAL LOG OUT...*

1. Press your ACD Log On/Off key (SC 852: code *10).
   > *Your display shows: LOGIN TERMINAL n CHECK SAT non*
   > *The extension shown in CHECK SAT non has not logged out.*
2. Press Volume ▲ or ▼ to scroll through the list of agents that have not logged out.
   > *When all agents have logged out (including yourself), your display shows:*
3. Press ACD Log On/Off key (SC 852: code *10) again.
   > *Your displays shows: GROUP No:n*

To return the ACD Group to service:

> *The Out of Service and Log On/Off keys are lit.*
> *If you have logged out of the group (and your ACD Log On/Off key is out), you must log back in before going to step 1.*

1. Press your Out of Service key (SC 852: code *14).
   > *The key goes out and your agents can log back into the group.*

LOGGING AGENTS INTO AND OUT OF THEIR ACD GROUP

To log an agent into their ACD Group:

> *You can do this while either logged in or logged out.*

1. Press idle CALL key.
2. Dial 167.
3. Dial the ACD Agent's extension number.
    > *You hear confirmation tone.*
4. Press SPK to hang up.

To log an agent out of their ACD Group:

> *You can do this while either logged in or logged out.*

1. Press idle CALL key.
2. Dial 168.
3. Dial the ACD Agent's extension number.
    > *You hear confirmation tone.*
4. Press SPK to hang up.

ASSIGNING AGENTS TO DIFFERENT ACD GROUPS

To assign an agent to a different ACD Group:

> *You can do this while either logged in or logged out. You **must** log out the ACD Agent before reassigning them.*

1. Press idle CALL key.
2. Dial 169.
3. Dial the ACD Agent's extension number.
4. Dial the number of the ACD Group to which you want to assign the agent.
    > *You hear confirmation tone.*
5. Press SPK to hang up.

Supervisor, ACD System

Description

You can designate an extension as an ACD System Supervisor. The system can have only one ACD System Supervisor. Once assigned as an ACD System Supervisor, the user can:

- Take the all the system's ACD Groups out of service simultaneously[1] (outside callers will hear ringback or the ACI recording).
- Check the log out status of each agent after the groups are taken down.[1]
- Restore all the ACD Groups to service simultaneously.[1]
- Log an agent into or out of an ACD Group.
- Reassign an agent to a different ACD Group.

Operation

LOGGING ON AS THE ACD SYSTEM SUPERVISOR

To log on as the ACD System Supervisor:

You only have System Supervisor capability while logged on.
1. Press idle CALL key.
2. Dial *5.
   You hear confirmation tone.
   OR
   Press ACD Log On/Off key (SC 852: code *10).
   Your Log On/Off key lights and you hear a single beep.
   Your display will show: SUPERVISOR

LOGGING OFF AS THE ACD SYSTEM SUPERVISOR

To log off as the ACD System Supervisor:

This will end your System Supervisor capabilities.
Your Log On/Off key is lit and your display shows: SUPERVISOR
1. Press idle CALL key.
2. Dial *5.
   OR
   Press ACD Log On/Off key (SC 852: code *10).
   Your display shows: ACD LOGOUT (1:Yes, 0:No)
3. Dial 1 to log out.
   *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/ Log Off key) and the Log On/Off key goes out.*
   Dial 0 instead to cancel the log out.

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1. These options are available only while the System Supervisor is logged on.

TAKING ALL THE ACD GROUPS SIMULTANEOUSLY OUT OF SERVICE

To take all your ACD Groups out of service:

> *You must be logged on as the ACD System Supervisor.*

1. Press your Out of Service key (SC 852: code *14).

    > *Your display shows: END OF WORK? (1:Yes,0:No)*

2. Dial 1 to take all the ACD Groups out of service.

    > *The Log On/Off and Out of Service keys light. While you are logged out, calls no longer ring into the ACD Groups.*
    >
    > *Your display shows: G:n END OF WORK! TERMINAL LOG OUT... indicating that all agents have not yet logged out of the group.*
    >
    > *Dial 0 instead to cancel and return to the group.*

To check to see which agents have not yet logged out of their ACD Group:

> *Your display shows: END OF WORK! TERMINAL LOG OUT...*

1. Press your ACD Log On/Off key (SC 852: code *10).

    > *Your display shows: LOGIN TERMINAL n CHECK STA nnn*
    >
    > *The extension shown in CHECK STA nnn has not logged out.*

2. Press Volume ▲ or ▼ to scroll through the list of agents that have not logged out.

    > *When all agents have logged out (including yourself), your display shows:*

3. Press ACD Log On/Off key (SC 852: code *10) again.

    > *Your displays shows: SUPERVISOR*

To return all the ACD Groups to service:

> *The Out of Service and Log On/Off keys are lit.*
>
> *If you have logged out as an ACD System Supervisor (and your ACD Log On/Off key is out), you must log back in before going to step 1.*

1. Press your Out of Service key (SC 852: code *14).

    > *The key goes out and your agents can log back into the group.*

LOGGING AGENTS INTO AND OUT OF THEIR ACD GROUP

To log an agent into their ACD Group:

> *You can do this while either logged in or logged out.*

1. Press idle CALL key.
2. Dial 167.
3. Dial the ACD Agent's extension number.

    > *You hear confirmation tone.*

4. Press SPK to hang up.

To log an agent out of their ACD Group:

You can do this while either logged in or logged out.
1. Press idle CALL key.
2. Dial 168.
3. Dial the ACD Agent's extension number.
   You hear confirmation tone.
4. Press SPK to hang up.

ASSIGNING AGENTS TO DIFFERENT ACD GROUPS

### To assign an agent to a different ACD Group:

*You can do this while either logged in or logged out. You **must** log out the ACD Agent before reassigning them.*
1. Press idle CALL key.
2. Dial 169.
3. Dial the ACD Agent's extension number.
4. Dial the number of the ACD Group to which you want to assign the agent.
   You hear confirmation tone.
5. Press SPK to hang up.

Description

An ACD Supervisor (Group or System) can use their DSS Console to monitor the status of the ACD Agents within a group. The DSS Console is an essential tool for supervisors since ACD Agent status monitoring is not available on a keyset's programmable keys, unless Hotline keys are assigned. Once you assign a 110-Button DSS Console to a supervisor, the 10 function keys in the last row become ACD Group select buttons (see the illustration below). When the supervisor presses a button for an ACD Group, the console key flash rates tell the supervisor at a glance which of the group's agents are:

● Logged onto the group (i.e., in service)

● Logged out of the group (i.e., out of service)

● Busy on a call

● Placing an Emergency Call to the supervisor (see page 4 for more)

● Not available or installed
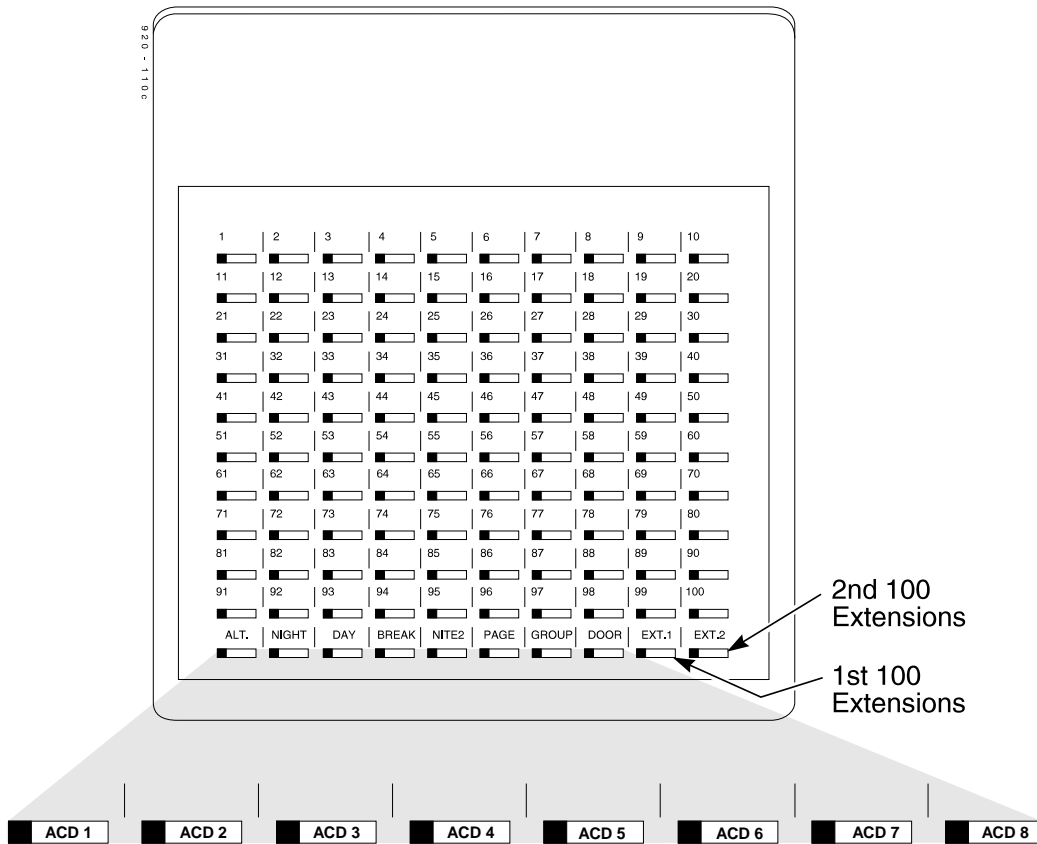
ON = Agent Busy
OFF = Agent Not Installed
DOUBLE WINK OFF THEN ON = Emergency Call
WINK OFF = Agent Logged Off
DOUBLE WINK ON THEN OFF = Agent Logged On

DSS Console Flash Rates for ACD Supervisors
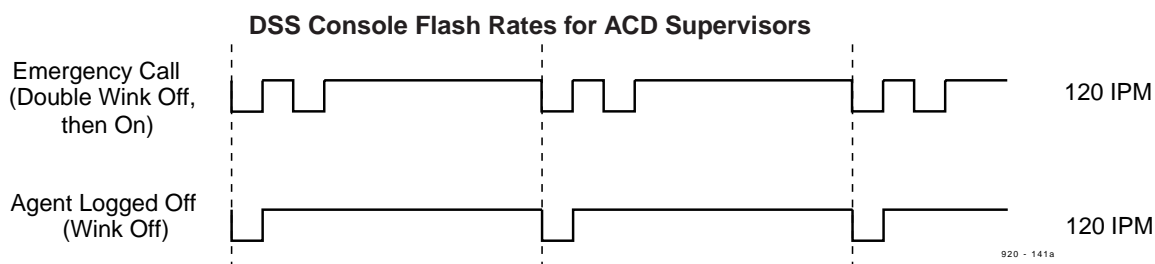
The ACD Supervisor can also use their console for placing and transferring calls — just like any other extension user.

Operation

To call an ACD Agent from your ACD Supervisor's DSS Console:

1. Press DSS Console ACD Group key to select the agents group.
2. Press DSS console key for agent.

    If the call voice-announces, you can make it ring by dialing 1. Or, if the call rings, you can make it voice-announce by dialing 1.

ACD Agent Busy Lamp Field	
When the DSS key flash rate is . . .	**The ACD Agent is . . .**
OFF	Not installed and/or programmed
ON	Busy on a call
Double Wink On (Agent Logged On rate)	Logged Onto ACD Group
Wink Off (Agent Logged Off rate)	Logged out of ACD Group or in Off Duty Mode
Fast Flash (Emergency Call)	Placing an Emergency Call to the supervisor

To Transfer a call to an ACD Agent from your Supervisor's DSS Console:

1. Place or answer call.

    If you are on an Intercom call, press HOLD before going to the next step.
2. Press DSS Console ACD Group key to select the agents group.
3. Press DSS key for the ACD Agent that will receive transfer.

    You cannot Transfer to an agent that is in Off Duty Mode or in Do Not Disturb.
4. (Optional) Announce call.

    If the called agent doesn't want the call, press the flashing line key to retrieve it.
5. Press SPK to hang up.

Description

> **!! CAUTION !!**
> **Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.**
>
> Use the VRS, 900 preamble, or voice mail auto attendant to supply a warning message.

Supervisor Monitor (ACD Monitor) allows an ACD System or Group Supervisor with a uniquely programmed ACD Monitor key to listen in on an ACD Agent's call. The ACD Agent *and the outside caller are unaware that their call is being monitored*. ACD Monitor helps supervisors that want to make "spot checks" on an ACD Agent's performance. This encourages agents to always provide the highest levels of courtesy and performance since the supervisor can listen in unobtrusively at any time.

Operation

To monitor an ACD Agent's call:

> *Only ACD Supervisors (Group or System) can use ACD Monitor.*

1. Call the busy ACD Agent.

    > *You must hear busy tone*

2. Press your ACD Monitor Key (SC 852: *15).

    > *Your ACD Monitor Key lights.*
    >
    > *You hear the agent's conversation but the agent is not aware that you are monitoring their call.*
    >
    > *Monitoring will continue until you press the ACD Monitor key or the ACD Agent hangs up. For example, if the agent places a call on Hold but does not hang up, you will hear Music on Hold.*

To stop monitoring an ACD Agent's call:

1. Press the lit ACD Monitor Key (SC 852: *15).

    > *Monitoring also stops when the ACD Agent hangs up.*

Wrap-Up Time

Description

Wrap-Up Time temporarily busies-out an ACD agent's phone from receiving ACD calls so they can work at their desk uninterrupted, although other types of calls can still be received. This gives the agent time to fill out important logs and records as soon as they are finished with their call. There are two types of Wrap-Up Time:

● **Manual Wrap-Up Time**
   An ACD Agent can enable Manual Wrap-Up Time any time they need to work at their desk undisturbed. You might prefer this Wrap-Up Time mode if an agent only occasionally has to fill out follow-up paper work after they complete their call. When the agent is through catching up with their work, they manually return themselves to the ACD Group.

● **Automatic Wrap-Up Time**
   The system implements Automatic Wrap-Up Time for the agent as soon as they hang up their current call. This is helpful in applications (such as Tech Service groups) where follow-up paperwork is a *requirement* for every call. When the agent is done with their work, they manually return themselves to the ACD Group. Optionally, Auto Wrap-up can *automatically* log the agent back into their group after a programmed interval (termed the Auto Wrap-up Time).

Operation

To activate Wrap-Up Time:

Your ACD Group setup may automatically activate Off Duty Mode after you complete a call. If you group has Automatic Wrap-Up Time, your Wrap-Up Time key flashes while you are on a call. In addition, Auto Wrap-up may automatically return you to your ACD Group after a preset time.

Keyset
1.   Press your Wrap-Up Time Key (SC 852: *17).
        Your Wrap-Up Time Key lights.
        When you activate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as busy (i.e., your key is lit).

SLT/DSL
1.   Lift handset.
2.   Dial 156
        You hear a fast busy.
        When you activate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as busy (i.e., your key is lit).

To cancel Wrap-Up Time:

Keyset
1.   Press your Wrap-Up Time Key (SC 852: *17).
        When you deactivate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as available (logged in).

SLT/DSL
1.   Lift handset.
2.   Dial 157
        You hear a confirmation tone.
        When you deactivate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as available (logged in)..

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