NEC

i-Series

ACD
User Guide

Answering Calls

Answering Outside Calls . . .

Answer an outside call ringing your ACD Group:

1. Lift handset.

- *Press the flashing line key if not connected.*

- *If your ACD Group has Automatic Answer enabled and you are using a customer-provided headset, the next call waiting is picked up as soon as you press SPK.*

Log In or Out of Your ACD Group

Log your extension into the ACD Group:

Keyset

1. CALL1 $\square$ + $\boxed{*}$ $\boxed{\text{JKL } 5}$.

OR

1. CALL1 $\square$ + **IFUNCTION** (ACD Log On/Off).

DSL or SLT

1. Lift handset.

2. Dial $\boxed{*}$ $\boxed{\text{JKL } 5}$.

Log your extension out of the ACD Group:

Keyset

1. [CALL1] + [✳] [JKL 5] .

   OR

1. [CALL1] + [FUNCTION] (ACD Log On/Off).

2. [1] to log out.

   OR

2. [OPER 0] to cancel and return to the group.

DSL or SLT

1. Lift handset.

2. [✳] [JKL 5] .

3. [1] to log out.

   OR

3. [OPER 0] to cancel and return to the group.

Work Time

Work Time temporarily busies-out your phone so that you can work at your desk uninterrupted. This gives you time to fill out important logs and records as soon as you are finished with your call. There are two types of Work Time - Manual and Automatic. Manual Work Time allows you to put your phone in Work Time. With Automatic Work Time the telephone system puts your phone in Work Time as soon as you hang up from a call. The type of Work Time you have is determined by system programming.

Handling Your Calls (cont'd)

Activate Work Time:

Keyset

1. ⬛ **IFUNCTION** (Work Time).

    OR

1. 🔲 CALL1 + `1` `JKL 5` `MNO 6`.

SLT/DSL

1. Lift handset.
2. Dial `1` `JKL 5` `MNO 6`.

Cancel Work Time:

Keyset

1. ⬛ **IFUNCTION** (Work Time).

    OR

1. 🔲 CALL1 + `1` `JKL 5` `PRS 7`.

SLT/DSL

1. Lift handset.
2. Dial `1` `JKL 5` `PRS 7`.

Rest Mode

Rest Mode temporarily logs your phone out of your ACD Group. This may be required if you get called away for your desk. There are two types of Rest Mode - Manual and Automatic. Manual Rest Mode allows you to temporarily log out of your ACD Group. When Automatic Rest Mode is

Handling Your Calls (cont'd)

enabled, the system automatically puts your phone in Rest Mode if it is not answered. This ensures that callers won't have to wait while ACD rings your extension when you're not there. The type of Rest Mode you have is determined by system programming.

To activate Rest Mode:

Keyset

1. **IFUNCTION** (Rest Mode).

   OR

1. CALL1 [ ] + **1** **JKL 5** **TUV 8**.

SLT/DSL

1. Lift handset.
2. Dial **1** **JKL 5** **TUV 8**.

Cancel Rest Mode:

Keyset

1. **IFUNCTION** (Rest Mode).

   OR

1. CALL1 [ ] + **1** **JKL 5** **WXY 9**.

SLT/DSL

1. Lift handset.
2. Dial **1** **JKL 5** **WXY 9**.

Handling Your Calls (cont'd)

Reroute Your Calls . . .

Transfer

Transfer a call to an ACD Group:	1. At keyset or DSL, press ⌐⌐ (HOLD).
	
	    OR
	
	1. At SLT, hookflash.
	
	    • *You hear Transfer dial tone.*
	
	2. Dial ACD Group Master Number.
	
	    • *You can press a One-Touch Key for the master number instead.*
	
	3. Hang up.

Check the Status of the ACD Group . . .

Queue Status Display	When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to appear on any display phones programmed to receive it. The Queue Status Display shows the number of calls queued for an available agent, the trunk that has been waiting the longest, and how long it has been waiting. This feature works automatically once it's enabled in system programming.

The information displays on your telephone as follows:

The number of calls in queue.

002 LINE-001 01:30

How long the longest queued call has been waiting.

Name of trunk that has been queued the longest.

This part of the display periodically disappears and then refreshes.
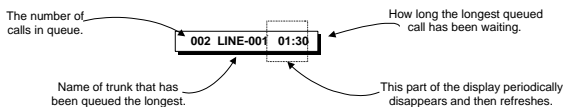
Call your Supervisor by an Emergency Call . . .

If you need assistance with a caller, place an Emergency Call to your ACD Group Supervisor. Once the supervisor answers the Emergency Call, they automatically monitor both you and the caller. If you need assistance, the supervisor can press their Emergency Call key and join in the conversation.

Place an Emergency Call to your ACD Group Supervisor:

1. While talking to your caller, press

   FUNCTION (Emergency Call).

   - *The Emergency Call key lights steadily and the display shows: EMG CALL CALLING*

   - *The Emergency Call key on your ACD Group Supervisor's phone flashes fast.*

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