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2616/ACD - Agent
Automatic Call Distribution

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ACD – Automatic Call Distribution Guide

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INTRODUCTION

What is ACD?

ACD is Automatic Call Distribution. The system automatically controls incoming call routing to answering positions and can provide recorded announcements to waiting callers. It allows the sharing of the call load among a number of answering positions.

Each new call is sent into the incoming ACD queue. After that, calls are routed to a ACD telephone on a first-in, first-out basis to the “logged-in” telephone position that has been idle the longest.

When all logged-in positions are busy either on a private call or on an ACD call, the calls are held in the queue and hear music on hold until one of the positions become available.

ACD agents must use a process to properly login when ready to accept calls, move to a “Not Ready” status when finishing call processing paperwork, go back to “Ready” when finished, and properly logout when no more calls are to be accepted.

Each ACD Agent is equipped with a telephone that provides the ACD access to accept these calls

Frequently Asked Questions ...

Q: When my telephone rings, how do I know if it is an incoming ACD call or a private extension number (IDN) call?

A: Check the Key Line Indicators. A flashing arrow will show next to the line that is active.

Q: Can both my ACD In-Calls line ring at the same time my IDN rings?

A: Yes.

Q: Sometimes when I am on an ACD call with the display showing my caller's information, the display's information changes to a different telephone number. What is this and why does it happen?

A: It means that there is another call coming through for your IDN and the display is showing the new caller's information. Look at the line indicator next to the IDN and the arrow will be flashing.

Q: Can I use the hold key while on an ACD call and answer a Private Line call?

A: Yes. Sometimes it may be necessary to consult another party while on an active ACD call. You may put the ACD call on Hold, press your IDN key, dial the number/extension of the next party, get the information you need, hang up from the IDN call, and then press the In-Calls key to resume speaking with the customer.

ACD- AUTOMATIC CALL DISTRIBUTION

Q: Can an ACD call automatically be routed to me while I am on a private call and if so what happens?

A: No. An ACD call will be put into the queue if your line is busy in any way. If you do hang up the private call and the ACD call is still in the queue, your line will ring if it is next in line for a call.

Q: Can I put my private call on hold and take an ACD call if I see the Calls Waiting Indicator flashing?

A: Yes, especially if you are the only Logged In Agent. You will need to watch the Calls Waiting indicator all of the time so customers are not held in the queue unnecessarily. Simply, put the IDN call on hold and press the In-Calls key to return to the idle agent queue. After releasing the ACD call, you may return to the previous IDN call.

BASIC TELEPHONE FEATURES



● **IN CALLS KEY**

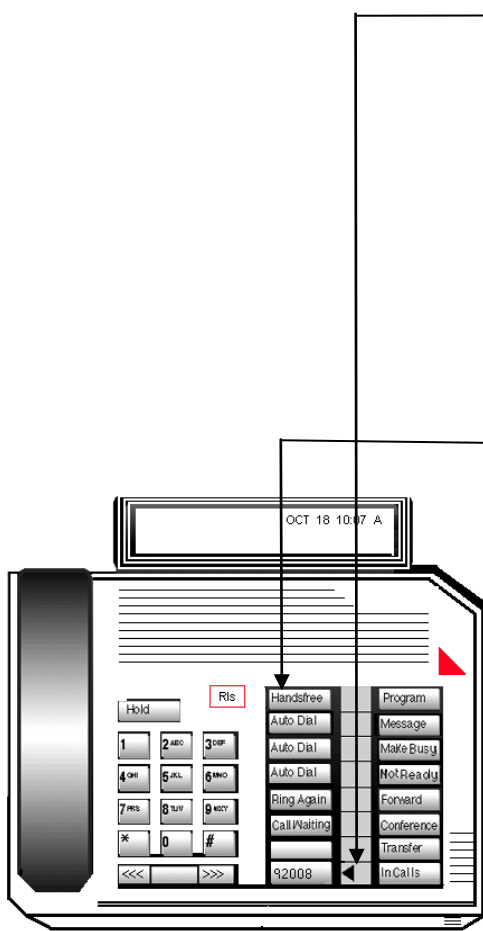
The In-Calls key is the only key used to accept incoming ACD telephone calls. This key is always the bottom right key on an M2616. Calls cannot be made from this key.

This key is also used to log-in to the ACD queue by the agent.

● **INDIVIDUAL DIRECTORY NUMBER KEY (IDN)**

The individual directory number (IDN) key is your private line. This key is sometimes located on the bottom left column of keys, directly across from the In-Calls key. The IDN key must be pressed before initiating a call.

However, you do not need to press it to accept a call if it is ringing. This is also the number used for voicemail, if assigned.



● FEATURE OR LINE INDICATORS

Your phone has a liquid display crystal (LCD) which flashes and points to your key function being used. If an incoming call is present, the arrow will blink next to that key. Once the call is answered the arrow stops flashing and continues to point at the key.

● HANDSFREE OPERATION

The handsfree operation allows you to make calls without lifting the handset. The built-in microphone transmits your voice and you hear the called or calling party through the speaker. It works best in small rooms with a door.

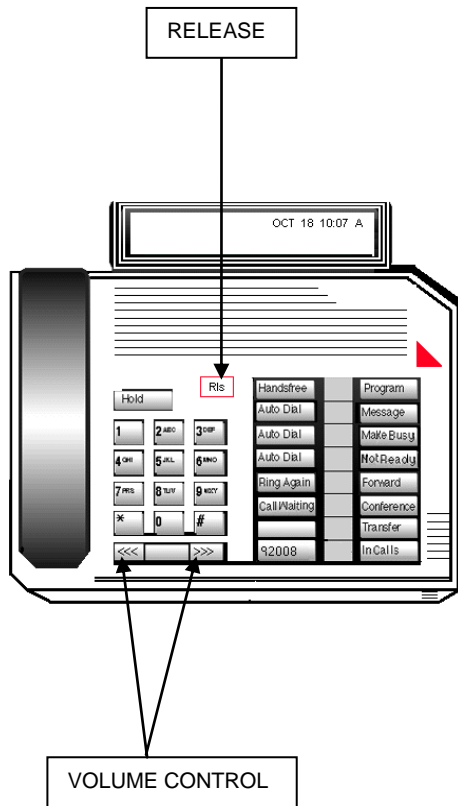
To Make a Handsfree Call:

1. With the handset down, press your IDN.
 2. Dial the telephone number.
 3. When the party answers, speak towards the phone; you will hear the called party through the speaker.
 4. To take the phone off handsfree, lift the handset. To switch back to handsfree, press the handsfree key and hang up handset.
 5. To hang up the phone when using hands-free, press the small orange key labeled RLS.
- HANDSFREE MUTE KEY: Press key once to mute, and then again to remove mute feature.

● VOLUME CONTROL

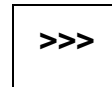
Underneath the dial/touch pad on your phone, you have a rocker switch which adjusts the ringing volume of your phone as well as the handset volume.

IMPORTANT: Your phone must be ringing to adjust the volume OR you must be on an active phone call to adjust the handset/headset volume.



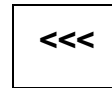
To increase volume level:

Press the right side of the volume control



To decrease volume level:

Press the left side of the volume control



● RELEASE KEY

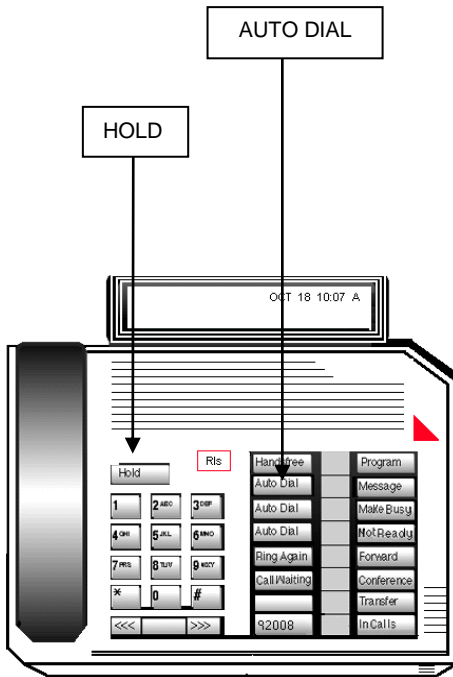
The small orange key labeled RLS is used as an alternate way to hang up (or release a call).

Pressing the RLS key terminates an active call.

When you use the RLS key the caller does not hear the thud the handset can make when it is placed in the cradle.

● HOLD KEY

The hold key simply places an active call on hold. To put a call on hold, press the Hold key. The arrow indicator next to the line will flash. To take a call off hold, press the line key next to the flashing arrow in the line indicator area of the telephone.



● AUTO DIAL KEY

The auto dial key allows a telephone number to be saved and redialed with one touch dialing.

To Store an Auto Dial Number:

1. Without lifting the handset, press the Auto Dial key. (The associated key indicator flashes.)
2. Dial the number. Remember to press 8 if an outside line is being input and then up to seven digits may be input. Five digit on campus extensions may also be used.
3. Press the Auto Dial key again to save. (If more than one Auto Dial key is present, make sure to change the key cap or make note of the assignment.)

To Use Auto Dial:

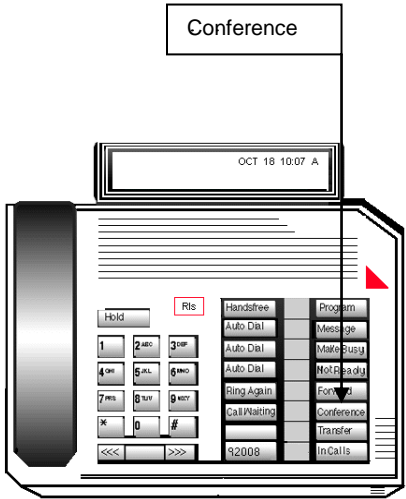
1. Press a free line key if using an ACD telephone or lift the handset.
2. Press the Auto Dial key. The stored number will be dialed automatically.

● CALL PICKUP KEY

The Call Pickup key allows you to answer a ringing telephone within your own Call Pickup Group.

To answer a ringing call from another telephone within your group:

1. Lift the handset or press a free line.
2. Press the Call Pickup Key. NOTE: If more than one line is ringing when you press the Call Pickup Key, you will get the oldest call in the system and not necessarily the only one you hear ringing.



● CONFERENCE KEY

The Conference Key allows multiple telephone connections to be together at one time. The maximum number of connections is either 3 or 6 including yourself.

To Setup a Conference Call:

1. Establish the first telephone call normally.
2. While on the call, press the Conference Key.
3. Dial the next number to add to the conference.

When the call is answered, you may talk privately with the person before they join the conference.

4. Press the Conference Key again to rejoin callers.
5. Repeat Step 3 and Step 4 to include up to three or six people, including yourself

NOTE: If the person you are adding to the conference is not available: PRESS THE IDN KEY WITH THE FLASHING KEY INDICATOR to rejoin the existing group call and then add another call as needed.

● INTERCOM KEY (If used)

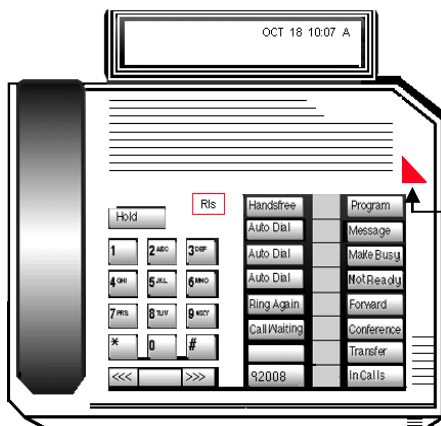
The intercom key allows communication from one telephone set to another with only a two-digit code. Each intercom group is assigned a number and each individual is assigned a unique number to that group.

To Call Someone In Your Group:

1. Lift handset then press INTERCOM key.
2. Press assigned two digit number of the person you wish to call.
3. That phone will ring.

To Answer an Intercom call:

1. Press INTERCOM key, then begin speaking
2. or - If on an existing call – Press HOLD key to first put person on hold, or RLS key to disconnect.



● MESSAGE WAITING LAMP/MESSAGE KEY

When this lamp is on, appearing red, you have a message(s) waiting in your voice mailbox .



TRANSFER KEY

The Transfer Key allows transfer of a call to a third party.

1. While on an active call, press the Transfer Key. (The other party goes on Hold and dial tone is heard.)
2. Dial the telephone number where the call is being sent.
3. Press the Transfer Key again, either when you hear ringing, or after you talk privately to the person you are transferring the call to. (The LCD indicator goes off.)

NOTE: A CALL CANNOT BE TRANSFERRED FROM THE HOLD FEATURE. THE CALL MUST BE ACTIVE BEFORE A TRANSFER.

You can still receive telephone calls while the phone is in program mode. However, the display remains in program mode until the Program key is pressed a second time

● **PROGRAM KEY**

The program key allows you to control the display options on your M2616. Program mode allows you to change a variety of display features such as screen format, contrast, and volume. A Program Key is assigned automatically to the upper right hand key of every phone that is equipped with a display.

To access the program mode features with an M2616, press the Program Key, then scroll forward or backward through the available selections with the volume control key. Select the feature you wish to change by entering the two digit number associated with that feature. If you know the two digit code associated with the feature, you may enter this code immediately after pressing the Program Key. This eliminates the need to scroll through the other features. The two digit codes are listed below.

● **PROGRAM KEY OPTIONS**

-- **VOLUME CONTROL (CODE 00)**

Volume levels can be set while the telephone is in an idle state. There is no need to wait for the phone to ring to adjust the ringer volume

To select and adjust the volume control:

1. Press Program key and Dial 00.
2. Dial one of the following to adjust the specified volume. 1 = Ringer; 2 = Buzzer; 3 = Speaker; 4 = Handset; 5 = Handsfree
3. Use the volume control key to increase or decrease the volume.
4. Press Program Key to save and exit or repeat these steps to adjust another volume level.

-- CONTRAST ADJUSTMENT (CODE 0 2)

This allows you to change the contrast of the LCD display

To adjust the contrast:

1. Press Program Key and dial 02. Use the volume control key to increase or decrease the contrast.
2. Press Program Key to save and exit.

-- IDLE SCREEN FORMAT (CODE 0 4)

The date and time can be displayed in eight different formats (12 hour or 24 hour format).

Examples: JAN 18 1:01 P; JAN 18 13:01; 18 JAN 10:01 A; 18 JAN 13:01; 1 18 10:01 A; 1 18 13:01.

To set the Idle Screen:

1. Press Program and dial 04.
2. Press the volume control key to scroll through the idle screen formats.
3. When you find the selection you want, press Program

-- KEY CLICK (CODE 0 9)

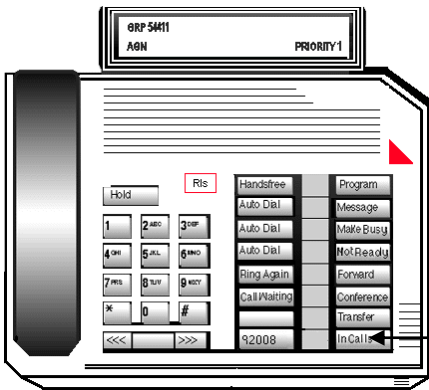
The Key Click command allows you to choose between hearing a sound when you press your keys to dial or not hearing anything..

To set the Key Click Option:

1. Press Program and dial 09.
2. Use the volume control Key to turn the option On or Off.

Chapter
3

ACD TELEPHONE- FEATURES



● IN CALLS KEY

The In-Calls key is the only key used to accept incoming ACD telephone calls. This key is located on the bottom right column of buttons. Calls cannot be made from this key.

This key is also used to login to the ACD queue by the agent.

The In-Calls key on the telephone is pressed to start the log-in process. (The handset must be off hook or the headset must be plugged in and operational.)

● LOG IN

Each telephone that is set up to be in an ACD Queue is prevented from receiving any ACD calls until the position/telephone is logged-in by the individual occupying that position.

1. Lift Handset or plug in headset.
2. Press the In-Calls Key.
3. Press the In-Calls Key again, when ready to start accepting calls.

- LOG OUT

1. Press the Make Busy Key two times. ***NOTE**
If using older 2616, only press Make Busy Key one time. Ask the ACD Administrator which procedure to use for your phone.

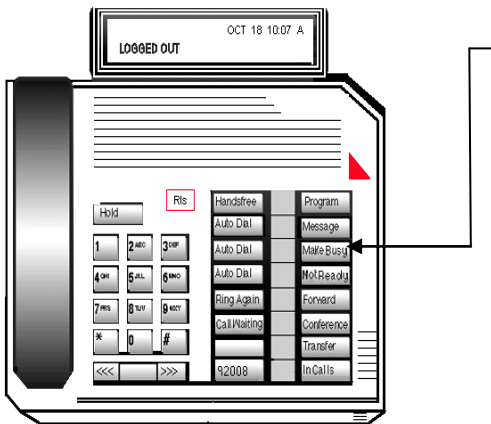
2. Unplug headset and/or hang up telephone receiver.

- END AN ACD CALL

1. Press [Release] key, or hang up.

- HOLD

1. Press [Hold] to activate a call hold. To take a call off of Hold, press the key beside the fast flashing indicator.



- MAKE BUSY

1. Press the Make Busy Key to log out of ACD queue.

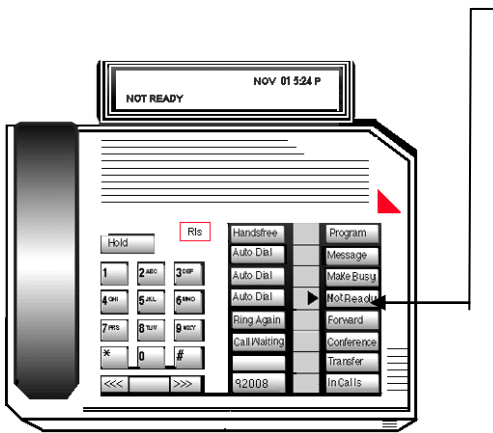
2. If ALL Telephones in ACD Group/Queue are on MAKE BUSY, the queue is forced into NIGHT MODE. and all calls will go into voicemail.

PLEASE COORDINATE AWAY TIME WITH OTHERS SO THIS DOES NOT OCCUR DURING OPEN BUSINESS HOURS!

3. Make Busy key is for use while away from desk ONLY (walk-away time).

- NOT READY

1. Press [Not Ready] key when finishing paperwork after an ACD call. The Not Ready state is ONLY for time when you are at your telephone and just between calls.
2. When able to accept calls again, press the [Not Ready] key a second time to deactivate it.

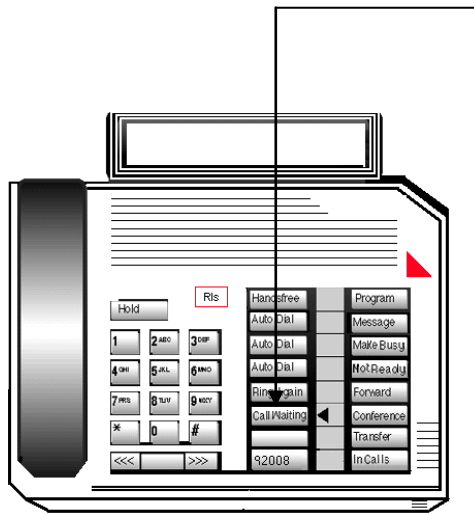


- CALL WAITING INDICATOR (Optional Key)

This will show when calls are in the ACD Queue and are waiting to be answered by an active agent. Either this key or the DISPLAY QUEUE key should be on a phone, not both.

The arrow indicator next to that button represents the amount of calls in the queue.

1. Off – few or no calls waiting
2. On – an acceptable number of calls waiting.
3. Slow flashing – calls are backing up in the queue.
4. Fast flashing – queue is overloaded.



- DISPLAY QUEUE KEY (Optional Key)

Shows the number of Calls Waiting, number of agents logged in and the longest time a caller has waited for an answer. NOTE: TOFQ is not used.

● **SUPERVISOR KEYS (Optional)**

Communication with your supervisor is possible by using the “Call Supervisor” Key. There are 4 functions available to use:

-- CALL SUPERVISOR

If you need to speak with your supervisor:

1. Press the Call Supervisor Key one time. This will automatically put an active ACD call on Hold.
2. Press the In-Calls Key to return to your ACD call..

-- ANSWER SUPERVISOR

If you need to answer a call from your supervisor. (If he/she is calling you, the LCD indicator flashes next to the Call Supervisor Key. AND if you're on a call you will hear a buzz

1. If on a call, press the Hold button if not,
2. Press the Call Supervisor Key one time.
3. Press the In-Calls Key to return to your ACD call..

-- CONFERENCE WITH SUPERVISOR

If you need to Conference a call with the client on the In-Calls line and your Supervisor:

1. Press the Call Supervisor Key one time.

2. Press the Call Supervisor Key one time again after the supervisor answers.

-- TRANSFER TO SUPERVISOR

If you need to transfer a call to your Supervisor:

1. Press the Call Supervisor Key one time, during the call in progress.
2. Press the Call Supervisor Key again after the supervisor answers.
3. Press the Release Button to disconnect.



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