

# University of San Francisco

## ACD Reference Guide

### To Log in/out of the ACD

#### Log in

- **Depress** the **Log button** and enter your personal extension and # button (Automatic to Work button lamp red)
- When ready to take calls, **Press** the **Work button**
- Calls will start ringing to your ACD extension.

#### Log out

- **Depress** **Log button** to Log out at end of day
- Display will indicate your statistics for the day

# NEC



### To Answer an ACD Call

- **Lift** the handset and call will light on your ACD extension
- Start dialog

### Work Mode

Work mode toggle button is used when not answering phone but doing other work related tasks.

- **Lift** the handset on ACD extension & **Press Work button** (Lamp steady red when set)
- **Press** the **Work button** again to start taking ACD calls. (Lamp goes off when canceled)

### Break Mode

Break mode toggle button is used for when at Lunch or Breaks.

- **Lift** the handset on ACD extension and **Press Break button** (lamp steady ready red when set)

### Tally

Tally button is used for recording the type of call you are on.

- Establish the type of call you have taken, during the call you can depress the **Tally button** and then enter the code which indicates the type of call. This does not disrupt the call in any way.
- Codes: If this key is used for your department, a list will be distributed by your Supervisor.

### Calls Wait (Call wait button)

Call Waiting button is used to see how many calls are waiting to be answered.

- While on a call, the **calls Wait button** will flash if calls are waiting in queue.
- **Press** the **Calls Wait button** and look at display to see the number of calls waiting

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### **Assist (Assist button)**

Assist button allows you to call a supervisor for assistance during an ACD call.

- Press the **Assist button** during an ACD call, this automatically will place the caller on hold and connect you to your supervisor. (You will hear a ring back tone and the supervisor is rung. If the supervisor does not answer, a “Busy” will indicate in your display, Supervisor will see call wait light appear.)

**Note:** To cancel from requesting assistance after you have pressed the assist key and before the supervisor answers

- After consulting with the supervisor, three options are available:
  1. You can hang up (release), which transfers the ACD call to the supervisor to continue the call.
  2. The supervisor can hang up (release), which will re-connect you with the ACD call.
  3. You can press the **CONF button** and invoke a three-way conference call with you, ACD Call, and Supervisor.
- Press the **Transfer button** to reconnect with the ACD call and cancel the assist feature.

## **SUPERVISOR ONLY**

### **Monitor**

To monitor a call on the ACD or prime line extension:

#### **ACD extension Monitoring:**

- Depress the **Monitor Key** (Display will indicate Monitor number?)
- Dial the ACD extension number followed by a # to monitor ACD call

If a call is active, the **Monitor button** will flash and you will hear a zip tone indicating connection to the conversation and the call can be heard. (the zip tone is not heard by agent or caller)

#### **Prime Line extension Monitoring:**

- Depress the **Monitor button** (Display will indicate Monitor number?)
- Dial a 0 and 4 digit extension number followed by a # to monitor the call

If a call is active, the **Monitor button** will flash and you will hear a zip tone indicating connection to the conversation and the call can be heard. (the zip tone is not heard by agent or caller)

#### **To hang up from a monitor/Barge call:**

Depress the **Monitor button** twice or hang up the receiver.

#### **Monitor / Barge: (During a monitored call in progress)**

- Press the **Monitor button** once, a display of Barge? Will appear in the display. To enter the conversation, Press 1# from your keypad.
- To exit from Barge mode, enter # or press **Monitor button** again, this will return you to listening mode.

To terminate from the Monitor / Barge mode completely, Press the **Monitor button** again or hang up receiver.

**NOTE:** The monitoring feature allows for listening only. If the Agent transfers to a third party, the call will still be heard by the supervisor as long as the monitoring feature is still engaged. The barge feature allows you to participate in the active ACD or Non ACD call.

***Please refer to the Policies that the University of San Francisco has set forth regarding the Monitoring / Barge of calls feature.***