
ACD TELEPHONE QUICK REFERENCE GUIDE

LOG ON

To log onto your ACD line:

- Lift handset
- Press the **ACD line** key
- Enter **4-digit Agent ID plus the # key**



Phone icon displays next to Not Ready key

- Press the **Not Ready** key to begin taking calls
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ANSWER

Press **ACD line** key or lift handset.

If you have a headset you will receive a burst of tone, and the caller will be automatically connected.

Pressing the line key after you have answered the call will disconnect the caller.

NOT READY

To place your phone in Not Ready status:

- Press **NotReady** key (indicator light will be on)
 - Press **ActCode** key
 - Enter Not Ready reason code
(You are able to send and receive calls on your personal extension.)
 - Press **ActCode** key again to capture Not Ready reason
 - Press **NotReady** key again to return to the ACD queue
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MAKE BUSY

To make only your ACD line busy and log off the ACD queue:

- Press **Make Busy** key twice (indicator light will be off)

To make your ACD line busy, log off the ACD queue and prevent your personal extension from ringing:

- Press **Make Busy** key once (indicator light will be off)
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PERSONAL LOCAL OR LONG- DISTANCE CALLS

To place a personal call:

- Press the personal extension key and dial 9 + the number

To answer a personal call:

- Press the personal extension key

When using your personal extension you will not receive any ACD calls.

When you hang up from your call, you will be able to take ACD calls again. If you are on an ACD call, you may place that call on hold to use your personal extension to either answer or place a call.
