

## SPECIAL ACD PHONE OPERATION

Your Iwatsu ECS Telephone has been equipped with special feature operation and Keys to support the Call Center functions. It is important to understand how these features operate, and what you will need to do to properly receive your incoming calls.

### Important Information

- All of your incoming calls are “*automatically*” processed to your phone in the order in which they are received. You will hear a “*ring tone*” and your ‘**ACD Calls**’ Key will flash with the incoming call. Lift the handset or simply press the ‘**ACD Calls**’ Key if using the “Headset” Mode to answer the call.
- Should you be “*Logged-in*” but not available at your phone, callers still will be automatically connected to your phone, and will receive “ringing”.
- In order to receive your calls, you **MUST LOGIN** (see instructions below).
- When you leave, you must **LOGOUT** by depressing the ‘**FEAT**’ Key followed by the ‘**LOG**’ Key.
- Finally, a ‘**Not Available**’ Key has been provided, which will allow you to take breaks without actually “*Logging out*” of the system. (The system actually tracks the time you are logged in/out and when you are in the “*Unavailable*” state.)

### Summary Feature Operation

**LOG Key** – In order to let the system know you are ready to begin answering calls, you must depress the ‘**SPKR**’ Key, followed by the ‘**LOG**’ Key, followed by your personal **Agent ID Code**.

(Your **Agent ID Code** is ‘**01 + the last 2 digits of your Extension Number**’). The effect of “*Logging in*” is that your phone is now in its assigned group and ready to receive its ACD Group calls.

When you leave for the day, or for an extended period of time, it is important and necessary that you “*Logout*”. The operation insures all callers are directed to a person who is *Logged-in* and ready to receive incoming calls.

**Note: Failure to “Logout” will allow incoming callers to be directed to your phone, without an answer, and will automatically place your phone in “Not Available” status.**

To “*Logout*” press the ‘**FEAT**’ Key followed by the ‘**LOG**’ Key.

**Wrap-Up** – Once you have completed your call, you will automatically be placed in a “Wrap-Up” Mode for a few seconds to allow you to complete any activity related to the call prior to receiving your next call. To bypass this mode and immediately accept the next incoming call, simply press the ‘**WRAP-UP**’ Key.

**Not Available Key** – This key, while similar in operation to being “*Logged-out*”, is different in that it is designed to keep incoming callers from ringing on your phone, but at the same time indicate to the system that you are on a temporary break. Since the system tracks everything, it is important to use the proper feature in the proper circumstances.

**Queue Key** – This key will indicate callers are waiting to be answered in your ACD Group. Pressing the Key will indicate on the display the number of calls in Queue waiting to be answered.

**ACD Closed Key** – This key places the ACD Group (*Customer Service*) in a “**Closed**” status and re-directs all incoming calls to the “Closed” System Greeting.

## Detailed Operational Instructions

### AGENT FEATURES

#### Log-In

Allows an Agent to receive ACD Calls and begin the ACD Day.

- ▶ Press the Speaker button [SPKR].
- ▶ Press the Log button [LOG].  
The Log button [LOG] will flash red. The display will read "Enter ID#:"
- ▶ Dial your Agent ID Code [ ][ ][ ].  
The Log button [LOG] lamp is solid red. Immediately after Log-in the phone is in the Not Available mode.

#### To Start Answering ACD Calls

- ▶ Press the Not Available button [N/A].  
The Not Available button lamp LED turns off.

#### Log-Out

Ends the ACD day.

- ▶ Press the Feature button [FEAT].
- ▶ Press the Log button [LOG].  
The LOG button lamp is off.

#### Not Available

Not Available temporarily removes an Agent from ACD Call distribution. An agent is programmed for either the Reserved or Immediate Method.

#### Reserved Method - Makes Agent Not Available when the Call is terminated

During a conversation:

- ▶ Press the Not Available button [N/A].  
The Not Available button [N/A] will flash red.
- ▶ Hang up to terminate the call and place the station in Not Available mode.

#### Queue Indication

Three Threshold Levels may be assigned to indicate the number of calls waiting to be answered by the ACD Group. A fourth indication informs the Agents that ACD Calls are expanding to another ACD Group.

Queue Button	Level	Number of Calls
Red	1	_____
Flashing Red	2	_____
Fast Flashing Red	3	_____
Green & Red	Expansion	

#### Call Park/Swap

To alternate between an ACD Call and an ADIX call when speaking on an ACD Call:

- ▶ Press the Call Park button [PARK]. It will flash green.
- ▶ Initiate either an intercom or outside call.
- ▶ Press the Call Park button [PARK] to return to the ACD Call and place the new call on Call Park.

#### Immediate Method - Terminates the Call and Makes Agent Not Available

During a conversation:

- ▶ Press the Not Available button [N/A] to immediately terminate the conversation and place the station in Not Available mode. The Not Available button [N/A] will flash red.

#### To Make the Phone Available

- ▶ Press the red-flashing Not Available button [N/A].  
The lamp will turn off.

#### Wrap-Up

Following an ACD call an Agent can be programmed for Wrap-up. During Wrap-up ACD calls will not be distributed to the station. Wrap-up can be programmed to occur either Automatically or Manually following the completion of an ACD call.

#### Automatic Method

After the completion of a call the agent is automatically placed in Wrap-up mode. During Wrap-up the Wrap-up button [WRAP] flashes red and the display reads "Wrap-up." The Automatic Wrap-up duration is programmed in the ACD database.

#### To Extend the Automatic Wrap-up Duration

Five seconds before the end of Wrap-up a tone is audible. To extend Wrap-up for the programmed length of time:

- ▶ Press the Wrap-up button [WRAP] after the tone.

#### Manual Method

During a conversation the agent must press the Wrap-up button [WRAP] to end the conversation