

## **ACD FEATURES (Automatic Call Distribution)**

### **To Log In: (Incalls)**

- Lift your handset (go off hook)
- Press the **Incalls** key two times (**Display shows Logged In**)
- Hang up handset or go on hook

### **Not Ready Key:**

When this key is pressed you will remain logged in to the ACD but the system will not present ACD calls to your station. Pressing the key a second time will return you to the ACD

### **To Log Out: (Make Set Busy)**

- Without lifting your handset – press **Make Set Busy** key two times
- This key logs you out & sends all calls to the night service (voice mail if all agents are logged out or in Make Set Busy)

**Note:** You can do this even during an active ACD call – Logout is completed when the call is finished

**Warning:** If you are in **Make Set Busy**, you cannot receive calls on your individual lines

### **DWC Key: (Display Waiting Calls)**

- Pressing this key shows the following
- Agents logged in
- Number of calls waiting in queue
- Longest wait time



**Class of Service**

CTD TDD ARHA CCSD  
 CLBD CNDA DNDD  
 DPUA FITA FNA GPUA  
 HFA HTA IRA LNA MWA  
 OLA SFA USRA AHA  
 CDCA CNIA GRLA AGN

**DSHS**

**M3904**

**New**

**First Name**

**Person**

**Last Name**

**Key 5** SCR 2545 D

**Key 4** SCR 3545 1

**Key 3** DWC

**Key 2** NOT RDY

**Key 1** MSB

**Key 0** INCALLS

Date and Time

1	2	3	4	5	6	7	8	9	*	0	#
GHI	ABC	DEF	PQRS	JKL	MNO	TUV	WXYZ	WXYZ	#	#	#

Hold Goodbye

**Transfer**  **Conference**  **Forward**  **More**

**Key 17**  **Key 18**  **Key 19**

⬅️ ➡️ ⬅️ ➡️

**Headset**  **Options**  **Message**  **Directory**  **Applications**  **Next Page**

5070

**Location/DES**

**Department**

**Terminal Number**

**Hunt To**

**Call Forward NA To**

**LPK**  **LHK**

**System Speed List**

**Key Based Access**

**NCOS**

**Upper Key Assignments**

**Key 6** ADL 31

**Key 7** ADL 31

**Key 8** ADL 31

**Key 9** ADL 31

**Key 10** ADL 31

**Key 11** ADL 31

**Lower Key Assignments**

**Key 20** Ring Again

**Key 21** Park

**Key 22** Pick Grp

**Key 23** Speed Call

SCC \_\_\_\_\_

SCU \_\_\_\_\_

SSC \_\_\_\_\_

SSU \_\_\_\_\_

**Key 24** Privacy Ris

**Key 25** Charge

**Key 26** Call Party #