

LOGIN IN PROCEDURE FOR ACD TELEPHONES

(ACTION)

(TELEPHONE RESPONSE)

((ALWAYS START WITH TELEPHONE "MAKE BUSY" INDICATOR LIT SOLID))

(1)	<u>ONLY -if "MAKE BUSY" indicator is not already lit</u> PRESS "MAKE BUSY" KEY	>	(MAKE BUSY KEY INDICATOR LIGHTS UP)
2	PICK UP HANDSET	>	(NO DIAL TONE IS HEARD)
3	PRESS "MAKE BUSY" KEY	>	(MAKE BUSY KEY INDICATOR IS NOW BLANK)
4	PRESS BOTTOM RIGHT HAND KEY- ACD DN - "INCALLS"	>	LOGS IN SET, (LIGHTS "NOT READY" KEY INDICATOR)
5	PRESS "NOT READY" TO ACCEPT ACD CALLS	>	("NOT READY" KEY INDICATOR IS UN-LIT), ACD CALLS CAN RING AT "INCALLS" KEY OF THE PHONE FOR ANSWERING)
6	REPLACE HANDSET IN CRADLE	>	(AWAITING NEW CALLS)
(7)	AS NECESSARY - TOGGLE "NOT READY" KEY, (toggles set mode from ready to not ready, as necessary, during your shift.	>	SET CAN BE MADE "NOT READY" FOR POST-CALL PROCESSING TASKS - ((IF "NOT READY" INDICATOR IS LIT - NO ACD CALLS CAN BE PRESENTED TO YOUR TELEPHONE'S "IN CALLS" KEY))

LOG OUT PROCEDURE - END OF DAY, END OF SHIFT, DURING LUNCH, BREAKS, ETC.

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