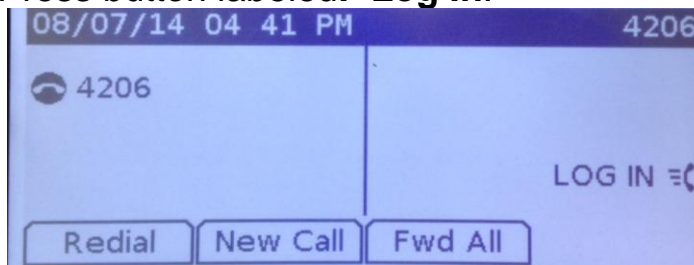


U of H IP PHONE AGENT QUICK REFERENCE GUIDE

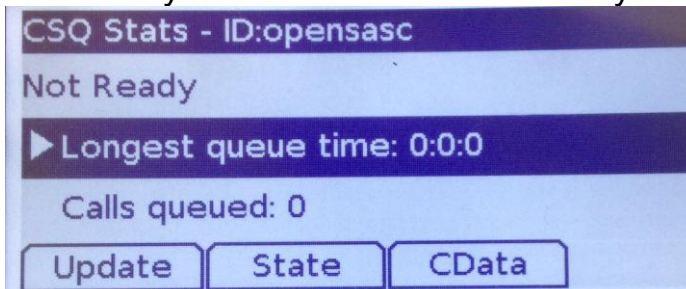
- Agent States:** Logout – Agent is logged out of ACD system.
Not Ready – Agent is logged in, but not available to receive ACD calls.
Ready – Agent is available to receive ACD calls.
-

LOG IN:

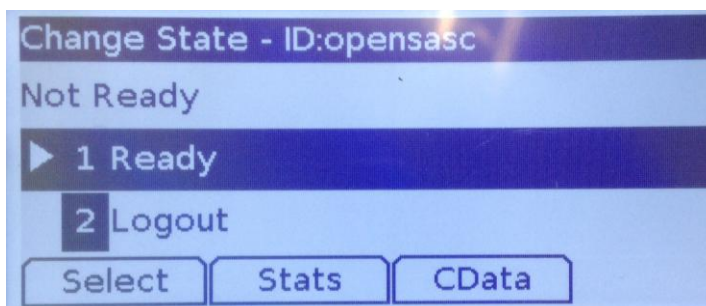
- Press button labeled: **Log In**.



- When you 1st log in, you are in a **NOT READY** state and calls are not routed to you. Press **STATE** soft key.

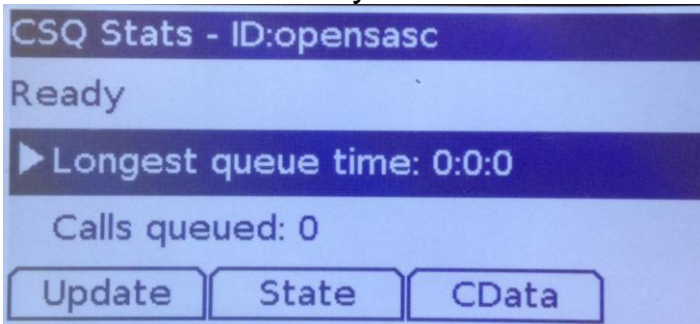


- Press “1” on your dial pad or press **SELECT** soft key once **Ready** is highlighted to accept calls.

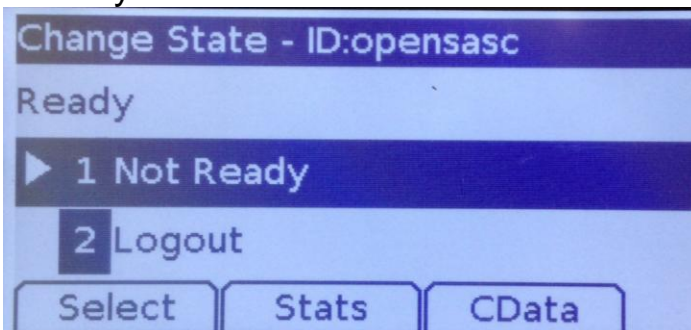


LOG OUT:

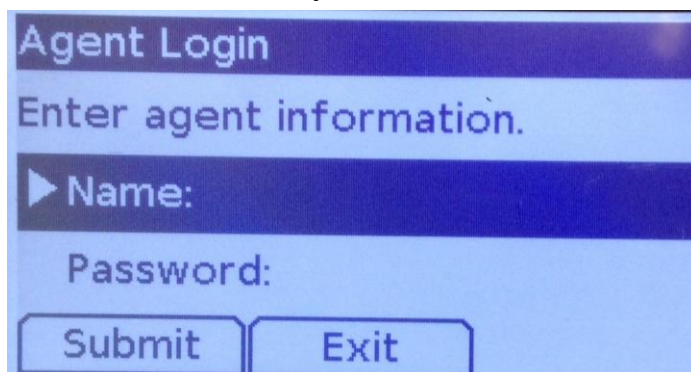
- Press **STATE** soft key.



- Press "2" on the dial pad or scroll to **LOG OUT** and press **SELECT** soft key.

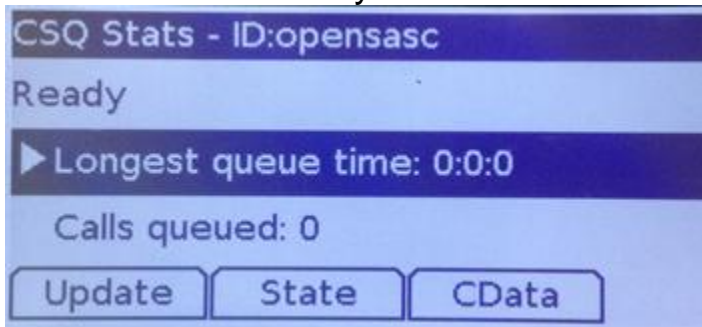


- Press **EXIT** soft key

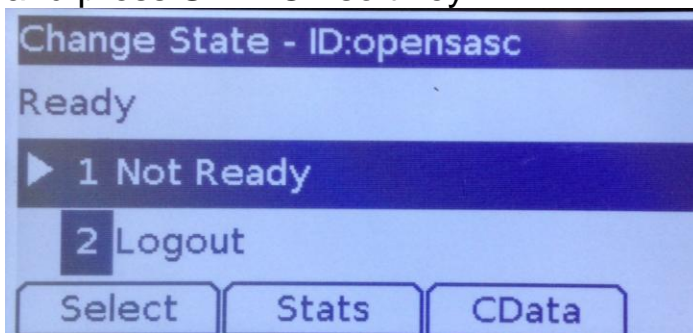


CHANGE AGENT STATE WHEN IDLE (not on a call):

- Press **STATE** soft key.



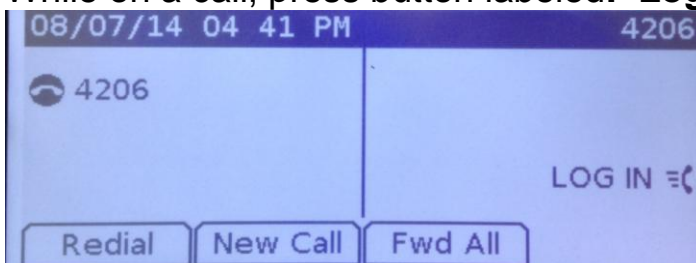
- Press "1" or "2" on the dial pad or scroll to **NOT READY** or **LOGOUT** and press **SELECT** soft key.



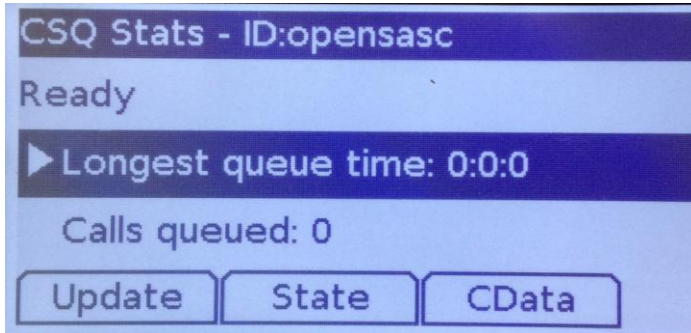
Important note: You must press **NOT READY** while you are on a call if you need time to wrap up your work before the next call is presented. There is no delay between calls on the new system.

CHANGE AGENT STATE WHILE ON A CALL:

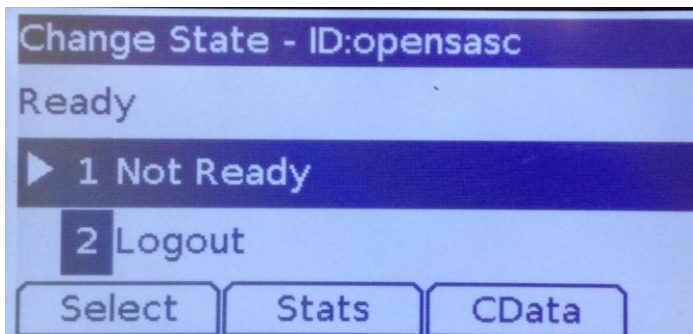
- While on a call, press button labeled: **Log In**.



- Press the **STATE** soft key.



- Scroll & press the **SELECT** soft key to choose **NOT READY** or **LOGOUT**.



NOTE: When you change agent state while on a call, the agent state shown on the screen does not change. Your screen continues to show your state as Talking. The agent state you selected takes effect when the call terminates.

AGENT STATS – Shows ACD queue information.

- Press **STATS** soft key.
 - Shows calls currently in queue.
 - Shows oldest call in queue.
 - Shows current agent state.

