

# NEC

## *i-Series*

### ACD Supervisor User Guide



# Handling Your Calls

## ACD Group Options . . .

If designated as either an ACD Group Supervisor or ACD System Supervisor, by logging in you have the ability to:

- Take the ACD Group(s) out of service
- Check the log out status of each agent after the group(s) taken down
- Change your ACD Group assignment
- Restore the ACD Group(s) to service

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### Log In or Out of Your ACD Group

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#### To log on as the ACD System or Group Supervisor:

- System programming will determine if you are a system or group supervisor.
- You only have Supervisor capability while logged on.

1.  +  .

OR

1.  +  (ACD Log On/Off).

#### To log off as the ACD System or Group Supervisor:

- System programming will determine if you are a system or group supervisor.
- This ends your Supervisor capabilities.

1.  +  .

OR

1.  +  (ACD Log On/Off).

2. Dial  to log out.

- Dial 0 instead to cancel the log out.

# Handling Your Calls (cont'd)

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## Change ACD Group Assignment

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### To change your ACD Group Assignment:

1. Log out of your ACD Group.
2. Press the idle .
3. Dial   .
4. Dial the number of the ACD Group into which you want to log.
5. Log into the new ACD Group.

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## Placing ACD Groups In or Out of Service

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### Taking ACD Groups out of service:

- *System Supervisors: This procedure takes all ACD Groups out of service. Group Supervisors: This procedure takes **your** ACD Group out of service. System programming will determine if you are a system or group supervisor.*

1.  (Out of Service).
2.  to take the ACD Group(s) out of service.
  - *While you are logged out, calls no longer ring into the ACD Group(s).*
  - *Your display shows: **G:n END OF WORK! TERMINAL LOG OUT...** indicating that all agents have not yet logged out of the group.*
  - *Dial 0 instead to cancel the log out.*

# Handling Your Calls (cont'd)

Check to see which agents have not yet logged out of their ACD Group:

1. **IFUNCTION** (ACD Log On/Off).
  - The display shows: **LOGIN TERMINAL n CHECK STA nnn**. The extension shown in **CHECK STA nnn** has not logged out.
2. Press Volume ▲ or ▼ to scroll through the list of agents that have not logged out.
3. **IFUNCTION** (ACD Log On/Off) again.

Return the ACD Group(s) to service:

- System Supervisors: This procedure will return **all** ACD Groups to service.
  - Group Supervisors: This procedure will return **your** ACD Group to service. System programming will determine if you are a system or group supervisor.
  - You must be logged in to the ACD group as the supervisor before going to step 1.
1. **IFUNCTION** (Out of Service).

## Receive an Emergency Call . . .

If an ACD Agent needs assistance with a caller, they can place an Emergency Call to you (their ACD Group Supervisor). Once you answer the Emergency Call, you automatically monitor both the ACD Agent and the caller. If the agent needs assistance, you can press your Emergency Call key and join in the conversation.

# Handling Your Calls (cont'd)

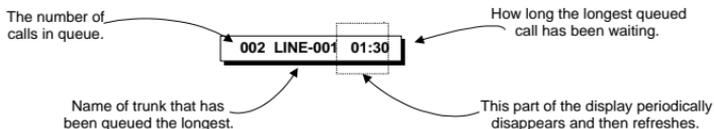
## Answer an Emergency Call (from an agent in the ACD Group you supervise):

*Your Emergency Call key flashes fast and your phone rings. Your display shows: EMG CALL CALL FROM nnn*

1. Lift handset.
2. Press flashing **IFUNCTION** (Emergency Call).
  - *You can hear both your ACD Agent and the outside caller, but you cannot talk to either party.*
3. (Optional) Press **IFUNCTION** to break into your ACD Agent's call (Emergency Call) again.
  - *You can converse with all three parties simultaneously.*
  - *The initial call continues if you hang up.*

## Queue Status Display

When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to appear on any display phones programmed to receive it. The Queue Status Display shows the number of calls queued for an available agent, the trunk that's been waiting the longest, and how long it's been waiting. This feature works automatically once it's enabled in system programming.

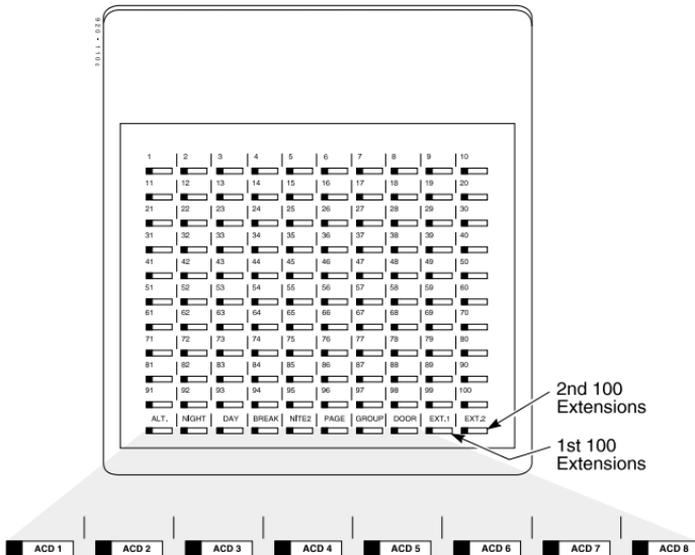


# Using a DSS Console

## Using a DSS Console . . .

If, as an ACD Supervisor, you have a DSS Console, you can use it to monitor the status of the ACD Agents within a group. The DSS Console is an essential tool for supervisors since ACD Agent status monitoring is not available on a keyset's programmable keys. When the DSS Console is assigned to a supervisor, the 10 function keys in the last row become ACD Group select buttons. When you press a button for an ACD Group, the console key flash rates tell you which of the group's agents are:

- Logged onto the group (i.e., in service)
- Logged out of the group (i.e., out of service)
- Busy on a call
- Placing an Emergency Call to the supervisor
- Not available or installed



ON=Agent Busy  
OFF=Agent not installed  
FAST FLASH=Emergency Call  
WINK OFF=Agent logged off  
DOUBLE WINK ON=Agent logged on

# Using a DSS Console (cont'd)

## Call an ACD Agent from your ACD Supervisor's DSS Console:

1. Press DSS Console ACD Group key (1-8) to select the agent's group.
2. Press DSS console key for agent.
  - *To change from voice-announce to ringing (or vice versa), dial 1.*

## Transfer a call to an ACD Agent from your Supervisor's DSS Console:

1. Place or answer call.
  - *If you are on an Intercom call, press HOLD before going to the next step.*
2. Press DSS Console ACD Group key (1-8) to select the agent's group.
3. Press DSS key for the ACD Agent that will receive transfer.
  - *You cannot Transfer to an agent that is busy, in Rest Mode or in Do Not Disturb.*
4. (Optional) Announce call.
  - *To retrieve the call if needed, press the flashing line key.*
5.  to hang up.

# NEC

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