Integrated ACD for Agents

Utility Telecom

QUICK START GUIDE

INCOMING CALLS

When an incoming call is received, the Incoming Call panel displays any caller information that can be derived by your telephone system (for example, the Caller ID).

When a call is received via a Queue, the pop-up Agent Panel displays the following information about the Queue that the caller dialed.

– **Name of the Queue that was originally called.**

– **Calls in Queue.**

– **Average waiting time for a call to be answered in that Queue.**

– **Number of agents logged into the Queue.**

– **Whether or not you are logged into this Queue.**

This information helps you to answer the call appropriately; for example, you can see when a caller has been waiting a long time for a response. If the call did not arrive via a Queue, you see a message saying, '*No matching queue*'.
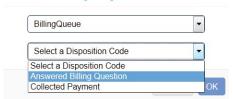
If an incoming call stops ringing for any reason, for example it was answered by another agent or the caller hung up, the incoming call details fade out over a few seconds.

The Incoming Call panel displays the message '*No incoming call*' if there are currently no incoming calls in any of the Queues that you belong to.

WRAP UP A COMPLETED CALL

When you finish a call, you may be put into the Wrap-up state. While you are in the Wrap-up state, you do not receive calls via any of your Queues, allowing you time to carry out any work related to the completed call.

Once you have completed this work, you need to leave the Wrap-up state. Choose a new Agent State using the Current State drop down menu in the top-right corner of the Agent Status page. When you do this, a Leave Wrap-Up? dialog box appears. You must fill out the fields in the Leave Wrap-Up dialog box to provide information about the call that you have just completed.

– In the first drop-down menu, you need to provide the name of the Queue that is most appropriate for the content of the completed call. For instance, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue.

Note that a Queue may already be selected; select the correct Queue if the wrong one is selected.

– The second drop-down menu asks you to select the disposition code that best describes how the call was resolved.

   If this menu is labeled Select a Disposition Code, you cannot continue until you have chosen a code.

   If this menu is labeled Select a Disposition Code (optional), you can select whether to choose a code.

   If this menu is labeled No Disposition Codes, the Queue does not require any disposition codes and you can ignore this menu.

Once you have provided the necessary information, you can select OK to exit the Wrap-up state.

INFORMATION FOR IACD AGENTS

As a Call Center Agent, you are a member of one or more Multi- Line Hunt Groups (MLHG). A MLHG controls how the calls arriving at your Call Center are distributed to the iACD Agents or holds a call in a queue until an agent is available.

ACCESS YOUR IACD GROUPS

Use the Groups tab in your CommPortal account to see the groups that you belong to and, optionally, log in and out of each group. With the Integrated ACD feature, you can link to an Agent Dashboard screen that:

– displays caller information whenever a call arrives in a queue

– provides a range of statistics on the current activity of your groups.

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VIEW YOUR MLHG'S

To view the groups that you belong to, log on to your CommPortal account and navigate to the Groups tab.

The Group Membership panel on the left displays the groups that you belong to. Select the name of the iACD group to display the group's details. You can see:

– **How many lines are in the iACD group and how many lines**
are logged in.

– **If you are currently logged in.**

– **Details of each line in the MLHG and whether each line is currently logged in.**

LOG IN AND OUT OF QUEUES

You can use CommPortal to log in and out of a group (if you are configured to do this). In some deployments, you can log in and out of a group using your telephone handset.

You can see your status per group by viewing the

icons. ![Logged in icon] Logged in icon. ![Logged out icon] Logged out

icon. There are three ways to change your status.

1. **Use the Groups tab. Select the hyperlink in the Status display to log in/out.**

2. **Select the icon on your Agent Dashboard to log in/out.**

3. **Use your phone. If it configured by your service provider, you can dial a star code on your phone handset to log in/log out of the group.**

ACCESS THE AGENT DASHBOARD

Initially, you can access the Agent Dashboard using your CommPortal account. Once you have accessed the Agent Dashboard, bookmark the page in your browser so that you can link to it directly.

1. **Log in to CommPortal and select the Groups tab.**

2. **Select the Agent Dashboard link at the bottom of the page to launch the Agent status page in a new browser window.**

USE THE AGENT STATUS PAGE

You can use the Current state drop-down menu in the top-right corner of the Agent Dashboard page to show whether you are currently available to take calls from your Queues.

The Available state indicates that you are available to handle call

If you need to stop receiving calls (for example you are taking a lunchbreak or going to a meeting), use the Current state drop- down menu to switch to change your status to the option that describes the reason you cannot currently handle calls.

When you switch out of the Available state, you will not receive calls via any of your Queues. Once you are available to take calls again, you must switch back to the Available state before you can receive any calls.

MORE QUESTIONS?

If you have any additional questions about **Max UC**, call us at **877.965.7800** or email **service@uyt.co.**