



Using Automatic Call Distribution on Eclipse 6-Key and Single Line Telephones

Logging On/Off

Log on automatically – Lift the handset, dial 730 and your 3-digit agent number. Replace the handset.

Log on manually – Lift the handset, dial 730* and your ACD manager assigned 1-digit priority number. Dial your 2-digit group number and your 3-digit agent number. Replace the handset.

Log off – Lift the handset, dial 731. Replace the handset.

Unavailable

To be unavailable for ACD calls, lift the handset, dial 732 and replace the handset. To cancel, lift the handset, dial 733 and replace the handset.

Qualify

“Qualifying” labels a call according to the nature of the call. After call, lift the handset, dial 734 and the 3-digit qualification code. Replace the handset. This feature must be enabled for this function to work on non-ACD calls.

Help

When on a call, place it on hold (press the switch-hook and quickly release), dial 735 and replace the handset or reconnect to the call you were one. Your supervisor is alerted to your request for assistance.

To cancel your request while on a call, place it on hold as above, dial 736 and replace handset or reconnect to the call.

To request help when you are not on a call, lift the handset, dial 735 and replace the handset.

To cancel your request when you are not on a call, lift the handset, dial 726 and replace the handset.

Wrap Up

To cancel any remaining wrap up time, lift the handset and then replace the handset.

Transfer

Using a single line phone to transfer a call to an ACD group, quickly press and release the switch-hook. Dial #, then 47 and the 2-digit ACD group number. To announce the call when transferring to an ACD group, press the "TR/CON" key. Dial 477 (software version 2.0) or 48 (all others starting with 2.0.2) then the 2-digit ACD group number. If all agents are busy you will be queued for the next available agent. When the agent answers, announce the call and hang up or if you would like to have a conference call, press the "TR/CON" key before hanging up.

Using a single line phone to announce the call when transferring to an ACD group, press and quickly release the switch hook. Dial #. Dial 477 (software version 2.0) or 48 (all others starting with 2.0.2) then the 2-digit ACD group number. If all agents are busy you will be queued for the next available agent. When the agent answers, announce the call and hang up.