

ACD Agent Quick Reference

Mitel SX-200 ICP

This card describes the basic features available to Agent phones with standard programming. Your phone may be programmed in a different way. Consult your system administrator if you need further information.

Supervisor Override

The supervisor can monitor your ACD calls and join in if necessary. A warning tone sounds before the override starts, and then repeats at regular intervals until the supervisor hangs up.

Getting Help

Use the **HELP** key on your phone to signal your supervisor that you need help with a threatening or abusive caller. The supervisor responds by silently monitoring the conversation, and then joining in if necessary.

NOTE: Not available on Mitel Networks 5215 IP, 5207 IP or SUPERSET 4015 phones.

For More Information

For additional information on using your phone, download the user guide for your model from the Mitel Networks Documentation (eDocs) website - <http://edocs.mitel.com/UG/index>.

Login/Logout

At the beginning of your shift

To log in to an ACD group

- 1 Dial _____ (ACD Agent Code)
- 2 Dial _____ (your Agent ID Code)

You hear a burst of dial tone, ACD LOGIN appears on the display and the MAKE BUSY key lights.

- 3 Hang up by pressing the PRIME line key (bottom right key on Superset 4015 and 5010 IP phones) or the **SPEAKER** key on other models.

At the end of your shift

To log out of your ACD group:

- 1 Dial _____ (ACD Agent Code)
- 2 Dial 00.

You hear a burst of dial tone, ACD LOGOUT appears on the display and the MAKE BUSY key goes out. No further calls will be directed to your phone.

- 3 Hang up.

Answering Calls

Auto Answer

Auto Answer alerts you to a call by sounding a brief tone and automatically connecting you to the caller. To end the call, press **CANCEL**.

NOTE: On Mitel Networks 5010 IP, 5215 IP and SUPERSET 4015 phones, Auto Answer works only when Headset Operation is enabled.

To enable or disable Auto Answer:

- Press the **AUTO ANSWER** key. The key lights when the feature is enabled.

IMPORTANT! Never leave your phone unattended while Auto Answer is on.

Headset Operation

Your administrator may have enabled full-time headset operation on your phone. Such phones cannot be operated with a handset.

A headset can be used in regular answer mode or with Auto Answer.

Handling calls with a headset (no feature control switch)

To answer a call (Auto Answer off):

- Press the flashing Line key.

To hang up

- Press the **Hang Up** softkey.

Handling calls with a headset (with feature control switch)

To answer a call (Auto Answer off):

- Press the flashing Line key

-Or-

Quickly press and release the Control Switch.

To mute the headset microphone:

- Press and hold the Control Switch.

To hang up

- Quickly press and release the Control Switch.

Enabling or Disabling Headset Operation (on phones NOT programmed for full-time headset operation)

- Press the **HEADSET** key

-Or-

Connect or disconnect the headset at the quick-disconnect plug. (Headset with feature control switch only.)

Making Calls

Internal Calls

- Dial the number manually
- Or-
- Press a Speed Call key.

External Calls

- Press a free Line key. You hear dial tone.
 - Dial the number manually
- Or-
- Press a Speed Call key or **REDIAL**.

After Work Timer

After ending a call, you will be allowed a certain amount of time to complete the work generated by the call before another one is presented.

You have the option of canceling the timer and accepting another call before the timer expires.

To cancel the After Work Timer:

- Press **CANCEL** or **RESUME** (on some models)

NOTE: Making a call or answering another non-ACD call automatically cancels the timer. Be prepared to answer another ACD call when you hang up.

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Make Busy

This feature makes your phone unavailable for ACD calls without logging out. Use it for coffee or lunch breaks, or if you need more time to handle paperwork between calls.

To make your phone busy:

- Press the **MAKE BUSY** key.
The light flashes quickly.

Press the key again to make your phone available for ACD calls.

Queue Status

The LED in the Queue Status key (if programmed) shows the status of your Agent Group:

| LED Status | Queue Status |
|--------------|---|
| Off | No calls waiting in queue |
| On | Calls waiting less than 1 st threshold time period |
| Slow flash | Calls waiting between 1 st and 2 nd threshold time period |
| Pulsed flash | Calls waiting longer than 2 nd threshold period |
| Fast flash | Calls have overflowed to another ACD group |

Pressing the Queue Status key displays information for your Agent Group from left to right:

- your Agent number
- number of calls waiting to be answered
- the longest time a call has been waiting

Pressing the **NAME** softkey (if available) displays the name of your Agent Group.

To exit, press **SUPERKEY**.

Hold

You can place your current call on hold (ACD or non-ACD), and return to it later.

To place a call on hold:

- Press **Hold**.
The Line key associated with the call flashes.

To return to a call on hold:

- Press the flashing Line key.

Conference

If you need to include your supervisor or other ACD agent in a three-way call:

- 1 While connected to the ACD call, press **TRANS/CONF**.
- 2 Dial the ACD ID or extension number of the supervisor or agent.
- 3 Wait for an answer.
- 4 Press **TRANS/CONF**.

To leave a Conference:

- Hang up.
The other parties remain connected.

Transfer

To transfer an active call to your supervisor or another ACD agent:

- 1 While connected to the ACD call, press **TRANS/CONF**.
- 2 Dial the ACD ID or extension number of the supervisor or agent.
- 3 Do one of the following:
 - To complete the transfer, hang up.
 - To announce the transfer, wait for an answer, consult, and then hang up.
 - To cancel the transfer and reconnect the ACD call, press **CANCEL**.

