ACD Agent Quick Reference

Mitel Networks SX-2000
SUPERSET 4015

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.

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

Login/Logout
At the beginning of your shift
To log on to an ACD group:
1. Press the Agent Login key or dial ___ (ACD Agent Login Code).
2. Enter your Agent ID.
3. Press #.

To log out of your ACD group:
1. Press the Agent Logout key or dial ___ (ACD Agent Logout Code).
2. Press CANCEL.

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.

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 (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 -Or-
  Press CANCEL.

Enabling or Disabling Headset Operation (on phones not programmed for full-time headset operation)
To answer a call (Auto Answer off):
• 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
• Dial the outside line access code (usually “9”) 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.

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.

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.
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Queue Status
The LED in the Queue Status key and/or ringing patterns indicate the status of your Agent Group as follows:

<table>
<thead>
<tr>
<th>Visual Indication</th>
<th>Audible Indication</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>None</td>
<td>No calls waiting in queue</td>
</tr>
<tr>
<td>On</td>
<td>Single ring</td>
<td>Calls waiting less than 1st threshold time period</td>
</tr>
<tr>
<td>Slow flash</td>
<td>None</td>
<td>Calls waiting between 1st and 2nd threshold time period</td>
</tr>
<tr>
<td>Fast flash</td>
<td>Double ring</td>
<td>Calls waiting longer than 2nd threshold time period</td>
</tr>
</tbody>
</table>

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.