## Agent Instructions

### ACD Group Log On/Off

**Log On**
- **Make Busy** indicator is on
- Press **InCalls** or **ACD DN**; indicator is on
- Enter four-digit PIN or position access code; **Make Busy** indicator is off, **Not Ready** indicator is on
- Press **Not Ready** to receive calls; indicator is off

**Log Off**
- Press **Make Busy**; indicator is off

### Answer Calls
- Lift handset
- If using headset, press **InCalls** or **ACD DN**

### Call Supervisor
- Press **Call Supv** during call; indicator is on

### Emergency Call
- Press **Emergency** during call; indicator is on

### Line of Business
- Press **Line of Bus** during call; indicator flashes
- Enter three-digit code; indicator is off

### Not Ready

**Activate**
- Press **Not Ready**; indicator is on

**Deactivate**
- Press **Not Ready**; indicator is off

### Queue Threshold
- Press **Que Threshld**
- View displayed information
Supervisor Instructions

**Agent Activity Summary**
- Press **Agent Sum**
- View displayed information

**Agent Status**
- Indicator Off = Make Busy
- Indicator On = Active on Call
- Indicator Blinking = Available
- Indicator Flashing = Not Ready

**Call Agent**
- Press **Call Agent**; indicator is on
- Press **Agent Status** or enter agent’s call supervisor (221) number

**Emergency Call**
- Press **Answer Emergency**; indicator is on

**Forced Agent Availability**
- Press **Forced Agent**; indicator is on
- Press **Agent Status** or enter five-digit agent position number

**Night Service**
- **Activate**
  - Press **Night Srvc**; indicator is on
- **Deactivate**
  - Press **Night Srvc**; indicator is off
  - An agent must be logged on

**Observe Agent**
- Press **Obsv Agent**; indicator is on
- Press **Agent Status** or enter five-digit agent position number; listen for conversation
- Press **Call Agent** to join conversation
- Press **RLS** to end

**Queue Status**
- Press **Queue Status**
- View displayed information

**PLEASE NOTE:**
- Color field is FPO and should not be used as a graphic device.
- Color may vary.

AutomAtic cAll Distribution Quick reference cArD

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