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 on

**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 THRSHLD
- View displayed information
Supervisor Instructions

Agent Activity
- 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
- Press `FORCED AGENT`; indicator is on

Availability
- Press `AGENT STATUS` or enter five-digit agent position

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 `QUE STATUS`
- View displayed information

For more information contact CTS at www.cts.ucla.edu/training