

ACD Agent

BusinessPhone Communication Platform

User Guide



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Welcome

Welcome to the User Guide for ACD Agents in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

With Ericsson as a provider of your ACD system, your call centre needs will be fulfilled, regardless of the size of your call centre. The features described in this User Guide are related to version 5.1 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.

The User Guide describes the facilities of the BusinessPhone Communication Platform and the Agent phone with a default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this User Guide can also be downloaded from: <http://www.ericsson.com/enterprise/>

Note: *Dialog 4222 Office / Dialog 3211 & 3212, and Dialog 4223 Professional / Dialog 3213 are system telephones, i.e. they can only be used for an Ericsson private branch exchange that supports these types of telephones.*

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The ACD Function

Automatic Call Distribution (ACD) is a system that distributes incoming calls evenly among the members of an answering group - the Agents.

Incoming calls are distributed to free Agents. If several Agents are free, the call will be presented to the Agent who has waited the longest. If a call cannot be connected immediately to a free Agent it will be placed in a queue. Each queue is handled according to the First-in First-out principle. If maximum queue length is obtained, incoming calls can be overflowed to an alternative answering position, e.g. another call group, an extension, the operator or a Voice Mailbox.

The system can be programmed for dynamic queue length, this means that the maximum queue length will vary proportionally to the number of active Agents, and thus maintains an even service level. Priority overflow patterns (i.e. calls that cannot be answered by Agents with the highest priority) are automatically overflowed to free Agents with lower priorities) can also be pre-programmed to handle specific traffic conditions.

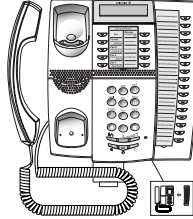
To monitor the work load and call traffic, the Supervisor is provided with statistical call information. The Supervisor can re-organize the ACD groups to meet varying demand or, if needed, provide Agents with direct assistance on the phone.

During peak hours the Supervisor can also activate himself as a normal Agent position.

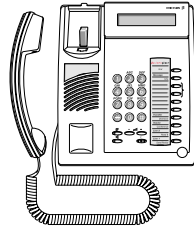
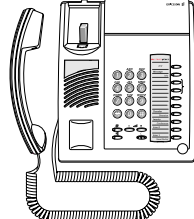
Each Agent can be a member of several ACD groups. The system can handle up to eight ACD groups (numbered 0 - 7), each with a specific call number.

Your Agent position is equipped with a Dialog 4222 Office / Dialog 3211 & 3212, or Dialog 4223 Professional / Dialog 3213 system telephone. These phones have special pre-programmed keys related to the specific ACD features.

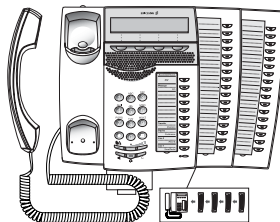
Dialog 4222 Office



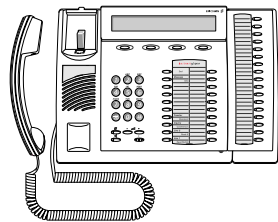
**Dialog 3211 Economyplus
Dialog 3212 Standard**



Dialog 4223 Professional















Dialog 3213 Executive



Phone keys

This table gives you an overview of the different key design of the Ericsson Dialog 42xx and the Dialog 32xx series. In this user guide you will only find illustrations of the Dialog 42xx keys.

If you are using a Dialog 32xx, please refer to the table below to find out the appropriate key combination.

Key	Dialog 42xx	Dialog 32xx
Clear		
Headset		Headset 
Loudspeaker		
Mute		
Programmable Function key		
Volume		

Agent Functions

This user guide describes the standard configuration of the telephone. Your telephone may also be programmed in a different way, regarding to your personal needs. All procedures are written in the way that the related keys are programmed on level 1, i.e. it is the primary function on the related key and it is shown above the line. Level 2 functions are shown below the line.

If a Function key is programmed on level 2:



Press.

Press the related programmable key.

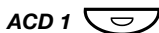
Activate the ACD function

When you have activated the ACD function, your extension is ready to receive ACD calls. When you log on in one or more ACD groups, you will also get the incoming calls to the related group.

Note: *When your phone is not logged on in an ACD group it works as a normal extension, and you will be reached via your normal extension number.*

Select group

You have to select in which of the ACD groups you want to take calls. Do this when your phone is idle.



Toggle to select/deselect ACD groups.

When you have selected an ACD group, the related key lamp shows steady light.

Ready 

Log on

Press.

The ACD Ready lamp shows steady light and the ACD Group lamps are extinguished. ACD calls will now be placed on your phone.

The display will show the queue status:

Dialog 4223 Professional / Dialog 3213:

```
12 May 10:35 +15° 0=00 1=00 2=00 3=00
AGENT1                201
directory                redial     prog
```

Dialog 4222 Office / Dialog 3212:

```
0=00 1=00 2=00 3=00
12 May 10:35 +15°
```

When the phone is idle, the display shows the queue situation (number of calls that are waiting) for each group (groups 0-3, then groups 4-7 in 5 second intervals).

Log on with PIN Code

Only in conjunction with the ACD Call Centre Supervisor (optional PC-based system).

The PIN code is a personal identification code, which can be used to create personal Agent statistics in the ACD CCS, for example when several persons are using the same phone e.g. during a change shift.

Ready 



Press.

The ACD Ready lamp starts flashing. You are requested to enter the PIN code.

Dial the PIN code (1 - 3 digits) and press.

The ACD Ready lamp shows steady light and the ACD group lamps are extinguished. ACD calls will now be placed on your phone.

Log on with Agent Number

Agent number is a personal identification number, which can be used to select the proper individual greeting of the Agent. This greeting will be played to the caller each time the Agent answers an ACD call.

Ready 

Press.

The ACD Ready lamp starts flashing. You are requested to enter the Agent Number.



Dial the Agent Number (1 - 255) and press.

The ACD Ready lamp shows steady light and the ACD group lamps are extinguished. ACD calls will now be placed on your phone. Please ask your system administrator for your Agent Number.

Note: *A combination of the two log on procedures (with PIN and Agent Number) is also possible. In this case the ACD Ready key should only be pressed one time when you start the log on procedure.*

Deactivate the ACD function

If you want to leave your Agent position you should log off to secure that no ACD calls will be placed on your phone.

Ready 

Press.

The ACD Ready lamp is extinguished. In this mode you can select or deselect ACD groups.

Note: *If you leave your Agent position without logging off, the system will automatically log off your extension if the next ACD call on your telephone is not answered within a defined period (programmable).*

Answer calls

A ringing signal and a flashing ACD group lamp indicate an incoming ACD call.

ACD 1 



Press.

This is not needed if your phone is set up for direct answer. You take the call. A prerecorded voice greeting will be sent to the caller (if programmed). The ACD group lamp extinguishes.

Press to terminate a call.

Clerical

The Clerical function offers you a certain period after finishing an ACD call and before the next ACD call is presented. There are three ways to configure the Clerical function:

- Automatic Clerical Time

After a programmed time the system automatically makes you available for further ACD calls. In this case you have no Clerical key on your phone.

- Automatic Clerical Time with Clerical key

The Clerical Time can be concluded by pressing the Clerical key. It is also possible to wait until the system makes you available for further ACD calls after the fixed Clerical Time has elapsed.

- Manual Clerical Time

By pressing the programmed Clerical key you can decide on your own when you are ready for further ACD calls.

The Clerical Time may also be presented on the telephone display instead of the ACD queue information (during Clerical Time only).

Dialog 4223 Professional / Dialog 3213:

```
12 May 10:35  +15° CLERICAL TIME: 02.45
ACD GRP 1      202
directory      redial  prog
```

Dialog 4222 Office / Dialog 3212:

```
CLERICAL TIME: 02.45
12 May 10:35  +15°
```

Remaining Clerical Time is displayed

The displayed Clerical Time will count down (5 second steps) from the programmed fixed Clerical Time until the Clerical Time has expired or the Clerical key has been pressed.

Note: *Less than 5 seconds of programmed fixed Clerical Time will not be displayed.*

Elapsed Clerical Time is displayed

If no fixed Clerical Time is used, the Clerical Time will count up until the Clerical key is pressed.

Note: *After a period of 59:55 minutes the displayed elapsed Clerical Time is no longer updated.*

Clerical key

If the ACD extension has a Clerical key programmed, the associated key lamp is used for clerical state indications:

Flashing light: Call Code required
Steady light: press Clerical key

There are two possible functions depending on the system configuration:

Without Call Code

The key lamp is lit. When you are ready to receive a new call.



Press.

A new call may be presented.

With Call Code

If the key lamp flashes, the system requires a Call Code. The Call Code is used in conjunction with the ACD Management System to classify calls and to create statistics over all ACD Activities.



Press and dial the code (1-5 digits).

#

Press.

The key lamp lights.

When you are ready to receive a new call:



Press.

A new call may be presented.

Erase and enter a new code

Before you press square you can erase the code.



Press to erase the code.



Press and repeat the procedure with the new code.

No Clerical key

If you have not programmed a Clerical key on your telephone set you have two ways to conclude the Clerical Time:

Without Call Code

After the programmed time the system automatically makes you available for further ACD calls.

With Call Code

After disconnection of the call the system will ask for a Call Code.

You will automatically be made available for the next ACD call after you have entered a valid Call Code and the fixed Clerical Time has elapsed.

Multiple Call Codes

If one Call Code is not sufficient you can program the system so that it requires one or more Call Codes to classify calls (for programming of this feature ask your system administrator).

After entering the first Call Code the system prompts you to enter the next Call Code:

Note: *If one Call Code is enough, press # twice after entering the first Call Code.*



Dial the code (1-5 digits).

#

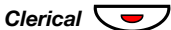
Press.

When you are ready with classifying the call:

#

Press (without entering a Call Code).

The key lamp lights.



Press.

A new call may be presented.

Call Codes for non ACD calls

Sometimes it is necessary to assign Call Codes to outgoing external non ACD calls. You can enter one Call Code for non ACD calls during the agent-state 'Pause'. No Clerical Time is issued in this case.

Monitoring of time-outs

To calculate how long the fixed Clerical Time for a certain ACD group should be programmed the clerical procedure can be monitored for evaluation purposes. After the fixed Clerical Time has elapsed and no valid Call Code has been entered the system makes you passive after a certain number of time-outs (number of time-outs is programmable). You will become aware of a time-out by a displayed message `timeout`.

ACD Pause key

Your phone may also be equipped with a Pause key. This option allows you to make a pause without logging off from the system. To avoid the misuse of this option, a pause limit is used. Please ask your system administrator for the pause limit.

ACD Pause 

Press.

Your phone is in pause state. The key lamp lights.

When you want to leave the pause:

ACD Pause 

Press.

The key lamp extinguishes. Your phone is active again and ready to receive new calls.

Note: *If you stay in pause longer than the pause limit, you will automatically be logged off from the system.*

Help

Your phone may be equipped with a Help key to inform the Supervisor. The Supervisor will get an acustical signal and will call you back on Line 2 on your phone, or if required he will intrude in your ongoing conversation. To ensure that only the assisting call from the Supervisor is put through, you should always activate Busy On 2nd Line.

Please consult system administrator for more information.

Help 

Press.

The Supervisor is informed that you need assistance. The key lamp lights.

Help 


Press to cancel.

The key lamp is extinguished.

Night/Day Switch of the ACD group

The Night Switch function of ACD group will be used for handling the calls after the working hours. In this case a night answering position will be defined and all calls will be routed there. Each ACD group has its own Night Switching code.

Note: *You can also program these codes on a Function key.*

*89 

Dial to switch the ACD group into night service.

The fourth digit of the code can be 0-7.



Press to finish the procedure.

Note: *Use the same procedure to switch the ACD group into day service.*

Simultaneous Night/Day Switch for all ACD groups

*898

Dial.

Please ask the system administrator which ACD groups you are permitted to switch into night service.



Press to finish the procedure.

Note: *Use the same procedure to switch all the ACD groups into day service.*

Glossary

ACD group

A group of agents with programmed Answer keys for one of the ACD queues.

Agent

Any extension having at least one programmed ACD Answer key.

Agent group

Any group of agents.

Agent number

A number used to distinguish between the different agents and is equivalent with the individual agent greeting announcement reference number.

Call Code

A code dialled by the agent. See sections “[Clerical key](#)” on page 14, “[No Clerical key](#)” on page 15, “[Multiple Call Codes](#)” on page 15 and “[Call Codes for non ACD calls](#)” on page 16.

Clerical key

A key on an agent telephone used for initiating a clerical period. See section “[Clerical key](#)” on page 14.

Clerical Time

The time between two calls that the agent may use for other purposes. Clerical Time may be common or individual. The Clerical Time can be displayed on the telephone display. See section “[Clerical](#)” on page 12.

Dynamic queue

A queue which length changes due to the change of the number of agents that are logged on to the ACD group.

Extension

All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.

ISDN

Integrated Services Digital Network. Provides your system with supplementary services from the public net.

Pause key

A key on an agent telephone used to initiate and stop a job interruption for a certain time without logging off from the system. See section “[ACD Pause key](#)” on page 16.

PBX

Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

PIN

Personal Identity Number. A code used by the agent to log on to the system. A PIN is only useful when the system has a connected CCS system. See section “[Activate the ACD function](#)” on page 9.

Queue

Each ACD call number has a queue where calls are queued when there are no free agents available.

Silent Intrusion

The supervisor may at any time intrude an agent who is logged on. The supervisor may also intrude if an ACD agent asks him to do it. During Intrusion no warning tone is heard. See section “[Help](#)” on page 17.

Supervisor

An agent with a Supervisor function for a number of agents. The supervisor may be equipped with a CCS system.

Tie line

An external line from the private network.

Time-outs

Limitation for how often the fixed Clerical Time may be expired before the agent is automatically logged out. See section [“Monitoring of time-outs”](#) on page 16.

Trunk group

A group of trunks that are routed to an ACD number.

Trunk line

A trunk line is the same as an external line. Can be either digital or analog.

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