

## QUICK START GUIDE

### INCOMING CALLS

When an incoming call is received, the Incoming Call panel displays any caller information that can be derived by your telephone system (for example, the Caller ID).

When a call is received via a Queue, the pop-up Agent Panel displays the following information about the Queue that the caller dialed.

- Name of the Queue that was originally called.
- Calls in Queue.
- Average waiting time for a call to be answered in that Queue.
- Number of agents logged into the Queue.
- Whether or not you are logged into this Queue.

This information helps you to answer the call appropriately; for example, you can see when a caller has been waiting a long time for a response. If the call did not arrive via a Queue, you see a message saying, 'No matching queue'.

If an incoming call stops ringing for any reason, for example it was answered by another agent or the caller hung up, the incoming call details fade out over a few seconds.

The Incoming Call panel displays the message 'No incoming call' if there are currently no incoming calls in any of the Queues that you belong to.

### INFORMATION FOR IACD AGENTS

As a Call Center Agent, you are a member of one or more Multi-Line Hunt Groups (MLHG). A MLHG controls how the calls arriving at your Call Center are distributed to the iACD Agents or holds a call in a queue until an agent is available.

### ACCESS YOUR IACD GROUPS

Use the Groups tab in your CommPortal account to see the groups that you belong to and, optionally, log in and out of each group. With the Integrated ACD feature, you can link to an Agent Dashboard screen that:

- displays caller information whenever a call arrives in a queue
- provides a range of statistics on the current activity of your groups.

### VIEW YOUR MLHG'S

To view the groups that you belong to, log on to your CommPortal account and navigate to the Groups tab.

Groups			
Multiple Appearance Directory Numbers, Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups, <input type="checkbox"/> indicates logged-in, and <input type="checkbox"/> logged-out.			
Group Membership		Call Pickup Group: Jeffs	
Call Pickup Group: Jeffs	Department:	MetaSwitch	
Call Pickup Group: Toms	Number of Lines:	4	
Sim-Ring Group: 255454	Number	Extension	Name
<input type="checkbox"/> Hunt Group: Accounts	(501) 203 0006	454	John Smith
<input type="checkbox"/> Hunt Group: Sales	(501) 901 1201	455	Alice
	(501) 901 1202	456	Jack
	(501) 901 1229	927	Ann

The Group Membership panel on the left displays the groups that you belong to. Click on the name of the iACD group to display the group's details. You can see:

- How many lines are in the iACD group and how many lines are logged in.
- If you are currently logged in.
- Details of each line in the MLHG and whether each line is currently logged in.



## LOG IN AND OUT OF QUEUES

You can use CommPortal to log in and out of a group (if you are configured to do this). In some deployments, you can log in and out of a group using your telephone handset.

You can see your status per group by viewing the icons.



There are three ways to change your status.

1. Use the **Groups** tab. Click on the hyperlink in the Status display to log in/out.

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Multiple Appearance Directory Numbers, Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups,  indicates logged-in, and  indicates logged-out.			
Group Membership		Call Pickup Group: Jeff's	
Call Pickup Group: Jeff's	Department:	MetaSwitch	
Call Pickup Group: Toms	Number of Lines:	4	
Sim-Ring Group: 2555454	Number	Extension	Name
Hunt Group: Accounts	(501) 203 0006	454	John Smith
Hunt Group: Sales	(501) 901 1201	455	Alice
	(501) 901 1202	456	Jack
	(501) 901 1229	927	Ann

2. Click on the icon on your Agent Dashboard to log in/out.

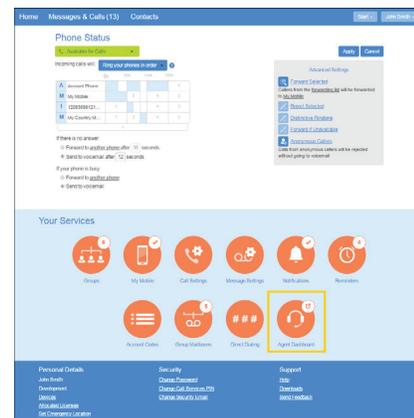
Waiting Time	Callers Waiting	Logged-in Members	Queue Status
0:01	1	1	Logged In
0:00	0	0	Logged Out

3. Use your phone. If it's configured by your service provider, you can dial a star code on your phone handset to log in/log out of the group.

## ACCESS THE AGENT DASHBOARD

Initially, you can access the Agent Dashboard using your CommPortal account. Once you have accessed the Agent Dashboard, bookmark the page in your browser so that you can link to it directly.

1. Log in to CommPortal and click on the **Groups** tab.
2. Click on the **Agent Dashboard** link at the bottom of the page to launch the Agent status page in a new browser window.

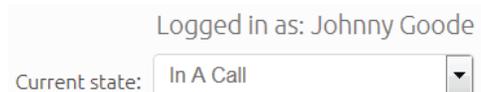


## USE THE AGENT STATUS PAGE

You can use the **Current state** drop-down menu in the top-right corner of the Agent Dashboard page to show whether you are currently available to take calls from your Queues.

The **Available** state indicates that you are available to handle calls.

If you need to stop receiving calls (for example you are taking a lunchbreak or going to a meeting), use the **Current state** drop-down menu to switch to change your status to the option that describes the reason you cannot currently handle calls.



When you switch out of the **Available** state, you will not receive calls via any of your Queues. Once you are available to take calls again, you must switch back to the **Available** state before you can receive any calls.

