Hosted VoIP Phone System

Integrated ACD
Call Center Agent Guide

Telesystem®

Contents

1. **Integrated ACD Introduction**

Integrated ACD is a call center service that allows tracks detailed, statistical information on the activity of its agents and call queues. This service offers an array of features to its call center agents. Many of these features are programmable by the call center supervisor and can include logging in and out of queues, viewing queue statistics, and changing agent availability to receive queue calls.

This guide is meant to assist you in understanding and using this service as an ACD agent through an online interface called the Personal CommPortal. The CommPortal includes a wide range of features outside of ACD that are explained in the *Personal CommPortal Guide*. Please see your system administrator for this companion guide or download it in the Green Platform section at https://www.telesystem.us/hosted-voip-green.

1.1. **Terminology**

Throughout this guide there are several terms you should be familiar with.
- *Multi Line Hunt Group* may also be referred to as a Hunt Group, Queue, or abbreviated as MLHG.
- *Call Center Agents* may also be referred to as (hunt group) Members, Agents, or ACD Users.
- *Integrated ACD* may also be referred to as Call Center.

1.2. **How Integrated ACD works**

Integrated ACD is a call center service. It uses a feature called a Hunt Groups to act as *queues*. These queues process incoming calls based on their programmed logic. For example, in most cases, if all agents are currently on a phone call, the queue will hold the call and play hold music until an agent becomes available.

All queues are assigned *members* which are also known as agents. These are the users that are answering the incoming calls. In many cases, call center agents may log in and out of queues and even assign themselves a specific availability. This availability signals whether or not the queue should send them calls. Because of these abilities, it is important for call center agents to understand how to manage these settings in their Personal CommPortal.

2. **Accessing the CommPortal**

Access your Personal CommPortal at
https://pbx.telesystem.us/commportal/

Number is the ten-digit account number assigned to your own phone account (known as the DID or direct inward dial number).

Password is your CommPortal password.

If you do not know your password or have an issue logging into the portal, please contact your current system administrator or Telesystem to assist.

CommPortal Web
Please log in below.

Number: 6105551234
Password: ••••••••

Login

If you have forgotten your password, please contact customer support.

3. Multi Line Hunt Groups (MLHGs)

Hunt groups used for call center purposes are often referred to as *queues*. Depending on the type of calls you are assigned to take, you may be a member of more than one Hunt Group.

The following sections will show you how to view and how to log in and out of your queue(s).

3.1. Viewing MLHGs

When you are logged into your CommPortal, you can use it to log in or out of a Hunt Group.

To view your hunt groups the Personal CommPortal:
- Navigate to the **Home** screen
- Click **Groups** in the *Your Services* section
- In the **Group Membership** pane on the left, you will see all hunt groups and any other groups for which you are a member.
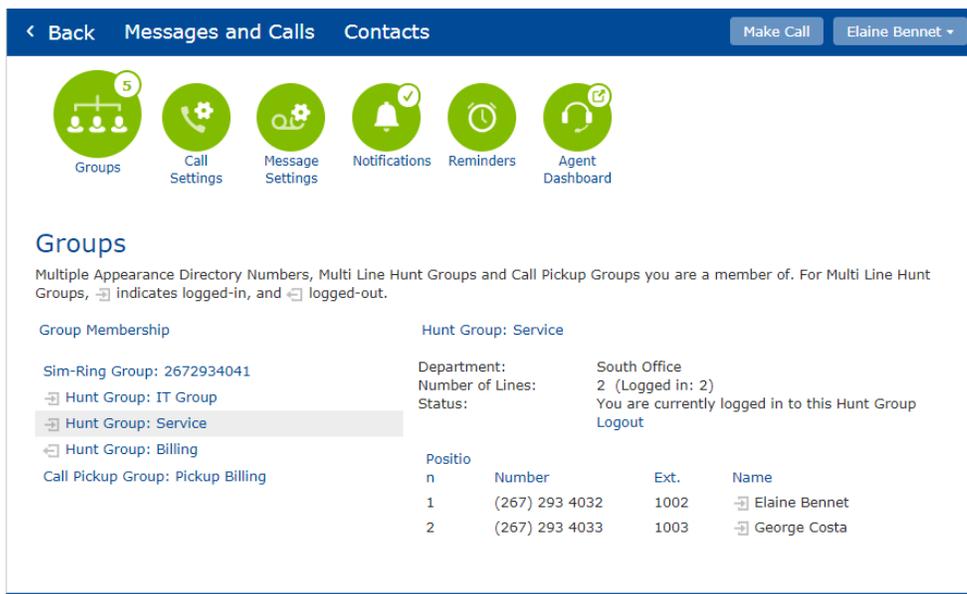
3.2. Logging In and Out of MLHGs through the Personal CommPortal

Your Hunt Group may be configured so you are permanently logged in to the MLHG and you cannot opt to log out. If it is, then this section does not apply to you.

If your administrator has set up one or more of your hunt groups to allow you to log in and out:
- When you're logged in, calls to that Hunt Group can ring to your phone.
- When you're logged out, you will not receive queue calls, however you can still receive direct calls to your extension or direct dial phone number.

To log in and out of a hunt group via the Personal CommPortal:
- Navigate to the **Home** screen
- Click **Groups** in the *Your Services* section

- In the **Group Membership** pane on the left, select the Hunt Group you want to manage.
- In the information on the right pane, click on the **Login** or **Logout** link in the Status section above the lines of the Hunt Group. The icon associated will change accordingly to show that you are logged in ⊟ or logged out ⊟ .

Hunt Group: MLHG iACD2

Department:	South Office
Number of Lines:	2 (Logged in: 2)
Status:	You are currently logged in to this Hunt Group
	Logout

Important: If are in an unavailable status (see section 4.2) and log out of call center, your status will *not* update properly to your Supervisor to reflect that you are logged out. For this reason, you should always place yourself to available *then* log out.

3.3.   Logging In and Out of MLHGs Using Your Telesystem Phone

Agents may also log in and out of hunt groups directly from their Telesystem phone, without the need to use their Personal CommPortal. Again, this option is only valid if that Hunt Group is configured to allow the agents to log in and out.

To log in and out of the queues, the agent must first know the number assigned to each of their hunt groups. This may be part of the hunt group name or given to them by their system administrator.

If you are logged out of all hunt groups and would like to log in:
- From your Telesystem phone, dial *10
  - The system will prompt you as follows: *"You are not logged into a hunt group. To log into a hunt group, enter the number of the hunt group followed by #."*
- As the instructions stated, dial the number of the hunt group followed by #.
  - The system will confirm that you have been logged into that hunt group.
- Hang up.

If you are logged into at least one hunt group and would like to log into another hunt group or out of a hunt group:
- From your Telesystem phone, dial *10
  - The system will prompt you as follows: *"You are logged into hunt group number … To log out of all hunt groups, please dial 0 followed by #. To log into or out of a particular hunt group, please dial the number followed by #. "*
- Follow the instructions above as needed (log in, log out, etc).
  - The system will confirm that it has completed your request.
- Hang up.

4.   Agent Dashboard Overview

The **Agent Dashboard** provides summary that allows you to see details of the calls coming in to the hunt groups and also view information on the current activity of the groups that you belong to.

4.1.   Accessing the Agent Dashboard

To access the Agent Dashboard:

- After logging into your Personal CommPortal, click on the **Groups** tab.
- Click on the **Agent Dashboard** button at the foot of the CommPortal **Groups** page.
- This launches the Agent Dashboard in a new browser window.

On the Agent Dashboard, each hunt group is referred to as a Queue. Each agent in it is a member.
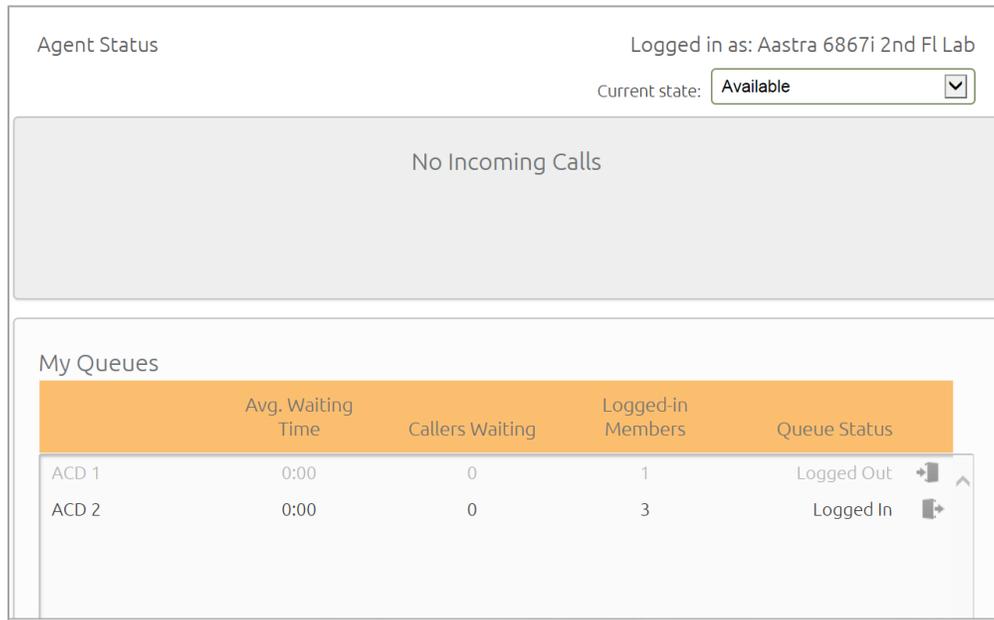
4.2.   Managing Your Current State

You will only see the Current state drop-down at the top right of the screen if your hunt group is configured to support Agent States.

You can use the **Current state** drop down menu in the top right hand corner of the Agent Dashboard to show whether or not you are currently available to take calls from your queues.

When you click on this menu, you will be given a drop down menu of choices that have been pre-configured by your Integrated ACD Supervisor.

Available

This state indicates that you are currently available to handle calls from your queues. You will be shown as Available unless you select one of the 'unavailable' statuses from the menu, or your telephone system detects that you are in fact unavailable for calls and automatically displays an appropriate agent state.

Unavailable

However, if you need to stop receiving calls for a period of time (for example because you are taking your lunch break or you are going to attend a meeting), you should use the current state drop down menu to select a state that is most appropriate for the reason that you cannot currently handle calls. Many of these will put you into an **Unavailable** type of status.

When you switch out of the Available state, you will not receive calls via any of the queues you are logged into.

Once you are available to take calls again, you must switch your Current state back into the Available state before your phone will ring.

In some circumstances, your Agent State will be set automatically to one of the following 'unavailable' states and you will not receive calls from your queues. You will automatically be put back into the Available state once the system detects that you are once again able to take calls from a queue.

Wrap Up

If your supervisor has enabled this feature, you may be placed into a wrap-up status automatically after hanging up a call. This gives you time to complete any necessary clerical work related to that call before getting another call through the queue. When you have finished your wrap up work, be sure to change your Agent state to Available so that you may continue to receive calls.

Logged Out

You will see this Agent State if you log out of all your queues. As soon as you log back in to a queue, your agent state will automatically change to Available. **Important: If are in an unavailable status and log out of call center, your status will *not* update properly to your Supervisor to reflect that you are logged out. For this reason, you should always place yourself to available *then* log out.**

Line Not Ready

You will see this Agent State if your telephone line is not ready to receive calls, even if you are logged in to a queue. If this is the case, make your phone set is plugged in properly and can make and take phone calls.

DND

You will see this Agent State if you turn on Do Not Disturb via your phone set or portal. You will not receive any calls when Do Not Disturb is engaged.

In a Call

You will see this Agent State while you are on a call. This can be either an incoming or outgoing call, and need not be a call received via a queue.

4.3.   Viewing Incoming Calls on the Agent Dashboard

When you receive an incoming call, your desk phone will ring as normal. Additionally, the Incoming Call panel on the Agent Dashboard displays relevant call information to help you answer the call appropriately.

If the call has been received via a queue, the panel displays the following information:
- The name of the queue that was originally called
- The average waiting time for a call to be answered in that Queue
- How many callers are waiting for their call to be answered in that Queue
- How many members are logged into the Queue
- Whether you are logged in to this Queue.

If the call did not arrive via a Queue, you will see a message '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 will fade out over a few seconds.

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

4.4.   Wrapping Up a Completed Call

Wrap-up is only available if your Supervisor has configured your group for wrap-up.

When you finish a call, you will be put into the **Wrap-up** state.

While you are in the **Wrap-up** state, you will not receive calls via any of your queues, allowing you time to complete any clerical work related to the completed call.

The Current State drop-down at the top right of the screen will automatically indicate that you are in wrap-up state, and, unless the call was transferred to you from another agent in the queue, will show the name of the queue from where this call originated.

In most cases, your administrator will have set this Wrap-up state to switch back to available automatically. If not, be sure to use the Current state drop down box to Available so that you can receive queue calls when you're ready. If your queue calls require a Disposition Code, you will be prompted to enter the appropriate code at that time. Instructions for these procedures are as follows:

To leave the Wrap-up state and enter a disposition code (if required):
- Choose a new Agent State using the **Current state** drop down menu in the top right hand corner of the Agent Dashboard.
- If your queue does not use Disposition Codes and you have just set your state to Available, you will now be able to receive calls from your Queue(s).
- If your queue does have Disposition Codes enabled:
  - A **Leave Wrap-Up** dialog box will appear.
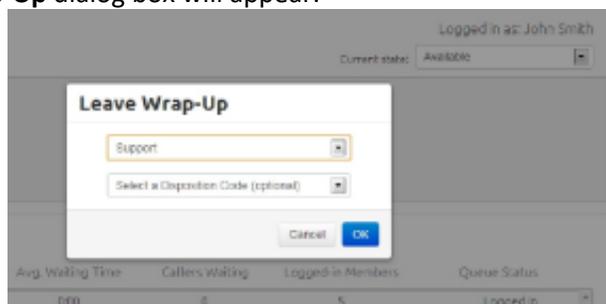
- o Fill out the fields in the Leave Wrap-Up dialog box to provide information about the call that you have just completed.
- o The Queue name will be pre-populated with the queue from which the call originated. If you need to use a Disposition code from a direct queue, simply use the drop-down menu to select the queue that is most appropriate for the content of the completed call. For example, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue.
- o The second drop-down menu asks you to select the disposition code that best describes how the call was resolved.
- o If this menu is labeled **Select a Disposition Code**, you will not be able to continue until you have chosen a code.
- o If this menu is labeled **Select a Disposition Code (optional)**, you can choose whether or not to choose a code.
- o If this menu is labeled **No Disposition Codes**, this Queue does not require any disposition codes and you can ignore this menu.
- o Once you have provided all of the necessary information, click **OK** to exit the Wrap-up state.
- o You will now be able to receive calls from your Queue(s).

4.5.   Logging In and Out Using the Agent Dashboard

You can also use the Agent Dashboard to log in and out of a Queue, where this action is supported. See section 3.3 and 4 for more information and alternate method of logging in and out of MLHGs (Queues).

The **My Queues** panel lists all the Queues that you belong to, and shows whether or not you are currently logged in to that Queue.
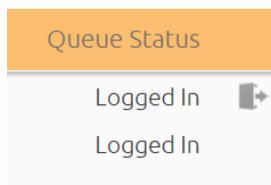
The gray icon 🡒 will appear if you are allowed to log in or out of this queue yourself. If the queue does not have this gray icon, you cannot log in or out of that queue. To log in or out, simply click on this icon to log in or out of that particular queue.

IMPORTANT: If are in an unavailable status and log out of call center, your status will *not* update properly to your Supervisor to reflect that you are logged out. For this reason, you should always place yourself to available *then* log out.

4.6.   Viewing Queue Statistics
On the My Queues panel of the Agent Dashboard, you can see current statistical information on all the Queues that you are a member of. These statistics are refreshed every 30 seconds and whenever an incoming call starts ringing.

For each queue the screen shows:
Avg. Waiting Time.
This is the running average for the most recently answered calls of how long a caller waits before their call is answered. The value is the sum of the time a caller is waiting in a queue and the time the call is alerting (that is, the call has been hunted to an agent and agent's phone is ringing) before it is answered.

Logged-in Members.
This is the number of agents who are currently logged in.

Callers Waiting.
This shows how many callers are currently waiting in a queue because all agents are busy.

Once a call has been hunted to a particular agent, they are not counted here, even if the agent has not yet answered the call.

If the Queue only accepts calls when an agent is available, this statistic will be shown as n/a.