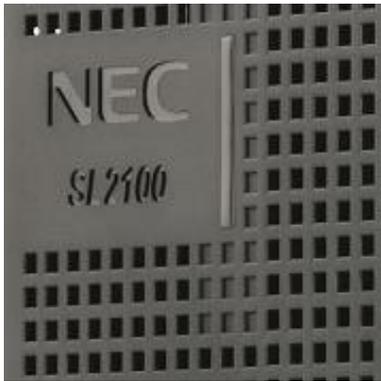


# The SL2100 Quick Install Guide: InACD

V1.1 April 2018



[www.nec-enterprise.com](http://www.nec-enterprise.com)

This guide explains the installation, configuration and operation of the SL2100 InACD Feature.

**Regulatory Notice.**

Refer to the Declaration of Conformity shown in the SL2100 Hardware Manual

Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

# Contents

|   |           |
|---|-----------|
| <b>1 – What is InACD?</b> .....   | <b>3</b>  |
| <b>2 – Setting up ACD for the First Time</b> .....                        | <b>4</b>  |
| <b>3 – Time Patterns</b> .....  | <b>4</b>  |
| 3.1 - Assign a Time Pattern to each Day of the Week.....                  | 4         |
| 3.2 - ACD extension Work Schedule.....                                    | 5         |
| 3.2 - ACD Trunk Work Schedule.....  | 5         |
| <b>4 – Setting Up Agents</b> .....  | <b>6</b>  |
| 4.1 - Standard Login.....   | 6         |
| 4.2 - AIC Login.....  | 7         |
| 4.3 - Agent Login Codes.....  | 8         |
| 4.4 - ACD Programmable Function Keys.....                                 | 8         |
| <b>5 – Setting up ACD Groups</b> .....                                    | <b>9</b>  |
| 5.1 - Agent Options.....  | 9         |
| 5.2 - Logging Agents In.....  | 10        |
| <b>6 – Delivering Calls to ACD Groups</b> .....                           | <b>11</b> |
| 6.1 - Using a Pilot Number.....   | 11        |
| 6.2 - Assigning an ACD Group to a Ring Group.....                         | 12        |
| <b>7 – ACD Overflow and Announcements</b> .....                           | <b>13</b> |
| 7.1 - ACD Overflow.....   | 13        |
| 7.1 - Overflow Operation Mode.....  | 14        |
| 7.2 - Overflow Transfer Destination.....                                  | 14        |
| 7.3 - The ACD Overflow Transfer Time.....                                 | 15        |
| 7.4 - Speed Dial Location When Overflow.....                              | 15        |
| 7.5 - Incoming Ring Group When Overflow.....                              | 15        |
| 7.6 - Setting Up Announcements.....                                       | 15        |
| 7.7 - Announcements using the VRS.....                                    | 16        |
| 7.8 - Recording VRS Messages.....   | 17        |
| 7.10 - Announcements Using InMail Voicemail.....                          | 18        |
| 7.11 - ACD Night Announcements.....                                       | 19        |
| <b>8 – ACD Supervisor Options</b> .....                                   | <b>20</b> |
| 8.1 - ACD System Supervisor.....  | 20        |
| 8.2 - Setting up the ACD System Supervisor.....                           | 20        |
| 8.3 - Using the ACD System Supervisor to Login an Agent.....              | 22        |
| 8.4 - Using the ACD System Supervisor to Logout an Agent.....             | 22        |
| 8.5 - Using the ACD System Supervisor to Change ACD Group Membership..... | 22        |
| <b>9 – ACD Group Supervisor</b> .....                                     | <b>22</b> |
| 9.1 - Setting up an ACD Group Supervisor.....                             | 23        |
| 9.2 - Using the ACD Group Supervisor to Login an Agent.....               | 25        |
| 9.3 - Using the ACD Group Supervisor to Logout an Agent.....              | 25        |
| 9.4 - Using the ACD Group Supervisor to Change Group Membership.....      | 25        |
| 9.5 - Emergency Call.....   | 25        |
| <b>10 – ACD Group Call Coverage Key</b> .....                             | <b>26</b> |
| <b>11 – ACD Service Codes</b> .....                                       | <b>26</b> |
| <b>12 – ACD Queue Alarms</b> .....  | <b>27</b> |
| 12.1 - ACD Queue Display COS Option.....                                  | 27        |
| 12.2 - ACD Queue Alarm Setup.....   | 27        |
| 12.3 - ACD Queue Display Setup.....                                       | 28        |
| <b>13 – Enhanced DSS Operation</b> .....                                  | <b>29</b> |
| 13.1 - ACD DSS Lamp Table.....  | 29        |
| <b>14 – Revision History</b> .....  | <b>30</b> |

## **1 – What is InACD?**

InACD is the built in SL2100 feature Automatic Call Distribution. InACD uniformly distributes calls among agents who are members of ACD groups. When calls arrive at an ACD group, the longest waiting call is routed to the Agent who has been logged in and available for the longest. By using this method to distribute calls, service levels can be maintained efficiently and calls are distributed fairly.

When an agent is ready to take calls, they login to ACD. There are two modes of login, Standard and AIC. Standard login will allow an agent to login to a single predefined ACD group. AIC login (Agent Identity Code) will allow an agent to enter a code that logs them into multiple ACD groups. Many different AIC codes can be created giving agents flexibility to login to different groups as required. The login mode is set on a per extension basis and therefore a combination of both standard login and AIC login can be used.

When an agent completes a call they can automatically be put into a wrap-up state for a set amount of time. This is intended to give an agent time to finish what they are doing before they are presented with another ACD call. Agents also have the ability to make themselves unavailable, when an agent leaves their desk or do not want to be presented calls, then they can press their unavailable key.

There are also a number of supervisor functions that can be carried out by elected extensions so that they can monitor and manage agents.

All of the ACD activity can be output by the SL2100 via the MIS output port. An MIS application such as MyCalls can be used to monitor ACD activity of the SL2100. Further information is available in the MyCalls Installation Manual.

There are many other features that accompany ACD are available on the SL2100 including:

- ACD Queue Announcements, including position in queue.
- ACD Call Queuing
- Flexible Overflow Options
- Agent Login / Logout / Unavailable / Wrap-up States
- Call Monitoring
- ACD Supervisor Functions
- Enhanced DSS Operations
- Management Information System output
- Flexible Work Schedules

ACD supports a maximum of 20 Agents and 8 ACD Groups.

The SL2100 requires license code BE118080 SL2100 IN-ACD EM LIC in order to work.

## 2 – Setting up ACD for the First Time

When setting up ACD for the first time, the following should be considered:

- Will Agents use AIC or Standard login.
- Which Options should be configured for each ACD Group.
- What are the requirements in terms of overflow.
- Where calls will go out of hours.
- Which DDI numbers should be pointed to ACD Groups.
- What Programmable Keys / Service codes need setting up.

The above topics are discussed in the following section of the manual in detail. The programming for ACD is PC Pro > Level 3 Programming >

## 3 – Time Patterns

There are 3 programmable items that all relate to when calls can be delivered to ACD Groups, Time Patterns, ACD Extension Work Schedule and ACD Trunk work schedule. These items define when calls can be delivered to different ACD groups. Up to 4 time patterns can be assigned to different days of the week. Time patterns can be used to change the SL2100 into different ACD modes during the day. Up to 8 different ACD modes can be used and agents can belong to different ACD groups during different ACD modes. When configured, the mode changes will take place at the specified time and the agents will be moved from their current ACD group to the ACD group related to the next mode change.

As an example;

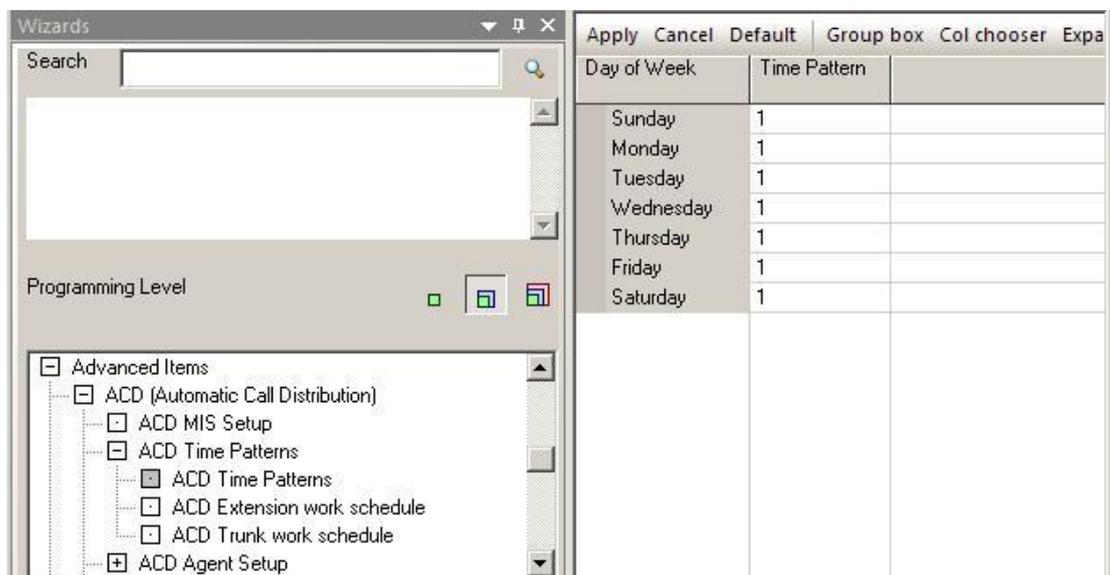
On Monday the SL2100 should be in ACD mode 1 between 08:00 and 11:59. Between 12:00 and 13:59 ACD Mode 2 and 14:00 – 17:00 ACD Mode 3. Time pattern 1 could be assigned to Monday and configured to reflect this configuration. On Sunday the SL2100 should be in ACD Mode 1 all day. Time pattern 2 could be assigned to Sunday and configured accordingly.

A basic time pattern can be implemented if there isn't a requirement to use ACD modes on the system.

### 3.1 - Assign a Time Pattern to each Day of the Week

Wizards / Advanced Items / ACD / ACD Time Patterns / ACD Time Patterns. PRG 41-07

A time pattern can be assigned to each different day of the week. Four different time patterns can be used on the SL2100. If different time patterns are not being used then you should assign time pattern 1 to each day of the week.



### 3.2 - ACD extension Work Schedule

Wizards / Advanced Items / ACD / ACD Time Patterns / ACD Extension Work Schedule. PRG 41-05

An Extension Work Schedule defines when agents can login and which ACD operation mode the PBX is in. When the time moves between work schedules, the agents are automatically moved between ACD groups according to the configuration in the ACD Group Assignment for extensions.

Use the Group box function and group the display by Time Pattern. When the group by Time Pattern has been applied, sort the displayed information by ACD Operation. You should now see 8 entries for time pattern 1 then an entry for each of the 8 ACD modes.

| Time Pattern           | ACD Op... | Starting Time | Ending Time |
|------------------------|-----------|---------------|-------------|
| <b>Time Pattern: 1</b> |           |               |             |
| 1                      | 1         | 08:00         | 08:59       |
| 1                      | 2         | 09:00         | 12:00       |
| 1                      | 3         | 00:00         | 00:00       |
| 1                      | 4         | 00:00         | 00:00       |
| 1                      | 5         | 00:00         | 00:00       |
| 1                      | 6         | 00:00         | 00:00       |
| 1                      | 7         | 00:00         | 00:00       |
| 1                      | 8         | 00:00         | 00:00       |
| <b>Time Pattern: 2</b> |           |               |             |
| 2                      | 1         | 00:01         | 23:59       |
| 2                      | 2         | 00:00         | 00:00       |
| 2                      | 3         | 00:00         | 00:00       |
| 2                      | 4         | 00:00         | 00:00       |
| 2                      | 5         | 00:00         | 00:00       |
| 2                      | 6         | 00:00         | 00:00       |
| 2                      | 7         | 00:00         | 00:00       |
| 2                      | 8         | 00:00         | 00:00       |

Configure each item as required entering start and end times for each pattern. If an ACD mode is not being used then set the start and end time to 00:00. To make the time pattern available all day (24 hours) then set the start and end times to 00:01 to 00:01. If the time pattern is available for a 24 hour period, it is possible to use the normal non-ACD day / night mode service options to route calls out of hours. At least 1 time pattern / ACD mode should be configured in order for ACD to function.

### 3.2 - ACD Trunk Work Schedule

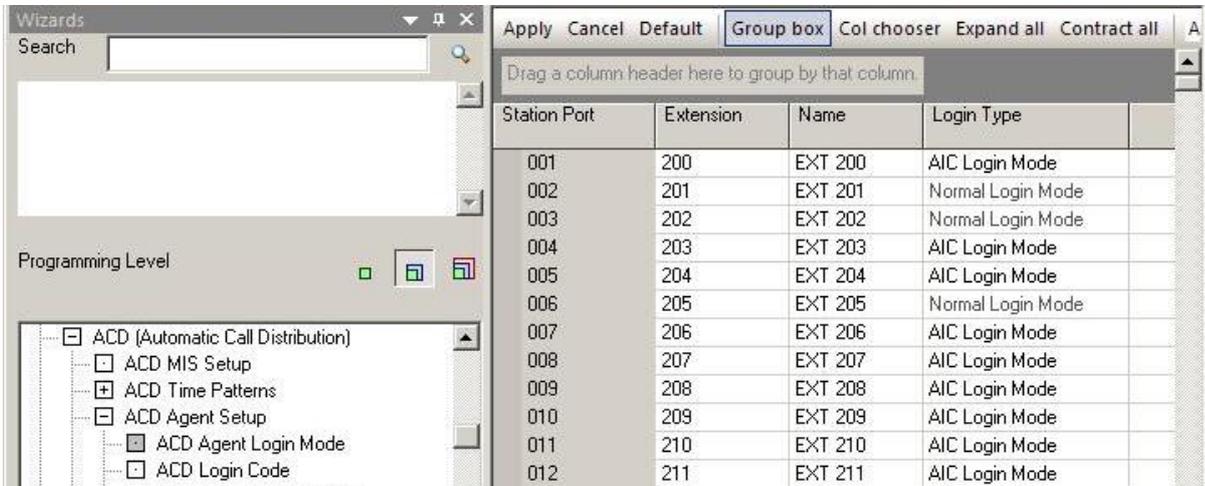
Wizards / Advanced Items / ACD / ACD Time Patterns / ACD Trunk Work Schedule. PRG 41-06

Trunk work schedules work the same as the ACD Extension work schedule. If you are using different ACD modes then the ACD time patterns should be configured in accordance with the ACD Extension Work Schedule. To make the time pattern available all day (24 hours) then set the start and end times to 00:01 to 00:01. At least 1 time pattern / ACD mode should be configured in order for ACD to function.

## 4 – Setting Up Agents

There are two methods in which Agents can login to ACD, standard login or AIC. A mixture of both login modes can be used on a configuration.

Wizards / Advanced Items / ACD / ACD Agent Setup / ACD Agent Login Mode. PRG 41-17



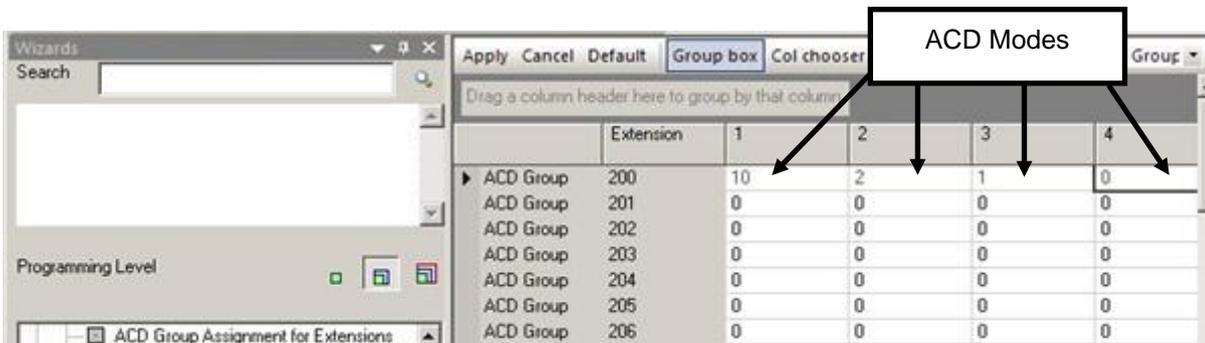
| Station Port | Extension | Name    | Login Type        |
|--------------|-----------|---------|-------------------|
| 001          | 200       | EXT 200 | AIC Login Mode    |
| 002          | 201       | EXT 201 | Normal Login Mode |
| 003          | 202       | EXT 202 | Normal Login Mode |
| 004          | 203       | EXT 203 | AIC Login Mode    |
| 005          | 204       | EXT 204 | AIC Login Mode    |
| 006          | 205       | EXT 205 | Normal Login Mode |
| 007          | 206       | EXT 206 | AIC Login Mode    |
| 008          | 207       | EXT 207 | AIC Login Mode    |
| 009          | 208       | EXT 208 | AIC Login Mode    |
| 010          | 209       | EXT 209 | AIC Login Mode    |
| 011          | 210       | EXT 210 | AIC Login Mode    |
| 012          | 211       | EXT 211 | AIC Login Mode    |

Assign the login type to each extension as required.

### 4.1 - Standard Login

Standard Login allows an Agent to login to a single ACD Group for each ACD mode. The ACD group that the agent logs into is defined in Wizards / Advanced Items / ACD / ACD Group Assignment for extensions. Agents can be configured so that they login to different ACD groups during the different ACD modes. When the ACD mode change takes place, the agent logs out their current group and into the group related to the next mode.

Wizards / Advanced Items / ACD / ACD Group Assignment for extensions PRG 41-17.



|           | Extension | 1  | 2 | 3 | 4 |
|-----------|-----------|----|---|---|---|
| ACD Group | 200       | 10 | 2 | 1 | 0 |
| ACD Group | 201       | 0  | 0 | 0 | 0 |
| ACD Group | 202       | 0  | 0 | 0 | 0 |
| ACD Group | 203       | 0  | 0 | 0 | 0 |
| ACD Group | 204       | 0  | 0 | 0 | 0 |
| ACD Group | 205       | 0  | 0 | 0 | 0 |
| ACD Group | 206       | 0  | 0 | 0 | 0 |

Enter the ACD group number that the extension should be logged in to for each of the different ACD modes. The ACD modes are displayed across the top of the display. The example above shows extension 200 logged into ACD group 10 for ACD mode 1, ACD Group 2 for ACD Mode 2 and ACD Group 1 for ACD mode 3.

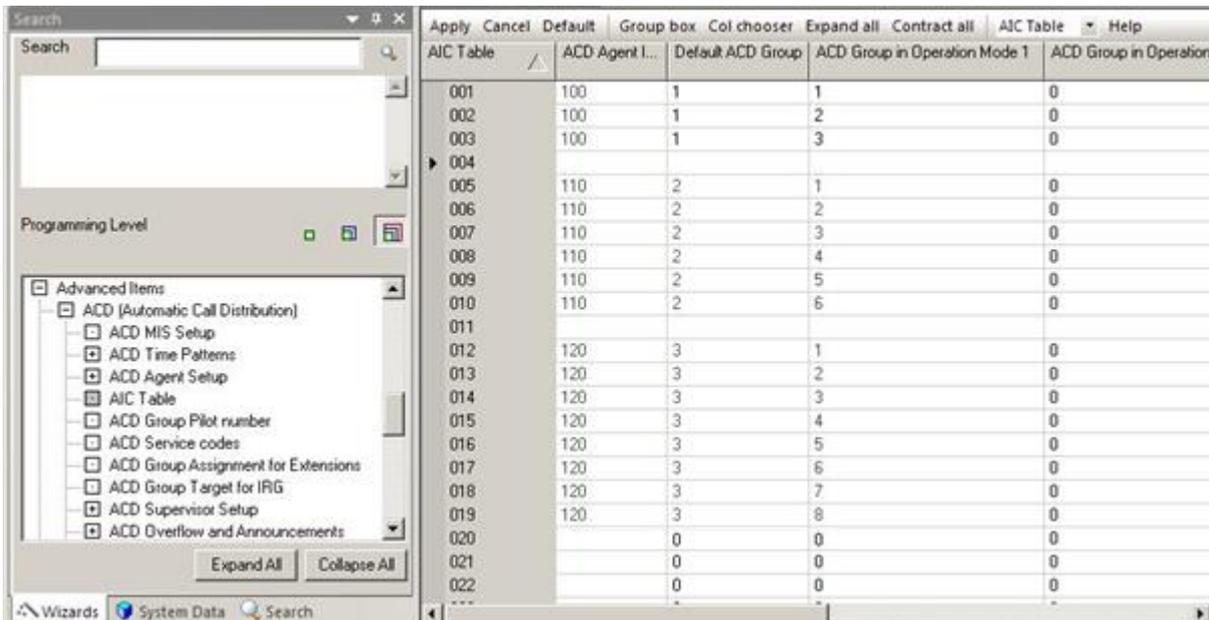
## 4.2 - AIC Login

AIC login allows an Agent to login to multiple ACD groups. When the agent logs on to ACD, they are prompted to enter their login ID, then an AIC code. Many AIC codes can be created on the SL2100 so that the same agent can enter different AIC codes as required. The main advantage with AIC login is that agents can move ACD groups easily without any system programming on the SL2100. For example an AIC code could be created that logs into ACD groups 1,2, and 3. A different AIC code could be created that logs into ACD Groups 1,2,3,4,5 and 6, another that logs into 1,2,3,4,5,6,7 and 8. AIC codes can also login to different ACD groups working with the ACD mode changes.

AIC codes are configured in Wizards / Advanced Items / ACD / AIC Table (PRG 41-18.)

The first column in the AIC table is the row number and a maximum of 128 rows can be used in total. To setup an AIC code you have to enter an AIC code, a default ACD Group and at least an ACD group for Mode 1 of the ACD modes. The AIC code will be the code that the agent will dial when they are asked to INPUT AIC. The default ACD Group is the ACD group that the AIC code will take its default settings from. The default settings are set in ACD / ACD Agent Setup / ACD Group agent options and contain items such as Wrap up and auto off duty timers. Wizards / Advanced Items / ACD / AIC Table. PRG 41-18

The following table goes on to show examples of how codes 100, 110 and 120 can be used to login to different ranges of ACD groups.



| AIC Table | ACD Agent I... | Default ACD Group | ACD Group in Operation Mode 1 | ACD Group in Operation |
|-----------|----------------|-------------------|-------------------------------|------------------------|
| 001       | 100            | 1                 | 1                             | 0                      |
| 002       | 100            | 1                 | 2                             | 0                      |
| 003       | 100            | 1                 | 3                             | 0                      |
| 004       |                |                   |                               |                        |
| 005       | 110            | 2                 | 1                             | 0                      |
| 006       | 110            | 2                 | 2                             | 0                      |
| 007       | 110            | 2                 | 3                             | 0                      |
| 008       | 110            | 2                 | 4                             | 0                      |
| 009       | 110            | 2                 | 5                             | 0                      |
| 010       | 110            | 2                 | 6                             | 0                      |
| 011       |                |                   |                               |                        |
| 012       | 120            | 3                 | 1                             | 0                      |
| 013       | 120            | 3                 | 2                             | 0                      |
| 014       | 120            | 3                 | 3                             | 0                      |
| 015       | 120            | 3                 | 4                             | 0                      |
| 016       | 120            | 3                 | 5                             | 0                      |
| 017       | 120            | 3                 | 6                             | 0                      |
| 018       | 120            | 3                 | 7                             | 0                      |
| 019       | 120            | 3                 | 8                             | 0                      |
| 020       | 0              | 0                 | 0                             | 0                      |
| 021       | 0              | 0                 | 0                             | 0                      |
| 022       | 0              | 0                 | 0                             | 0                      |
| ...       | -              | -                 | -                             | -                      |

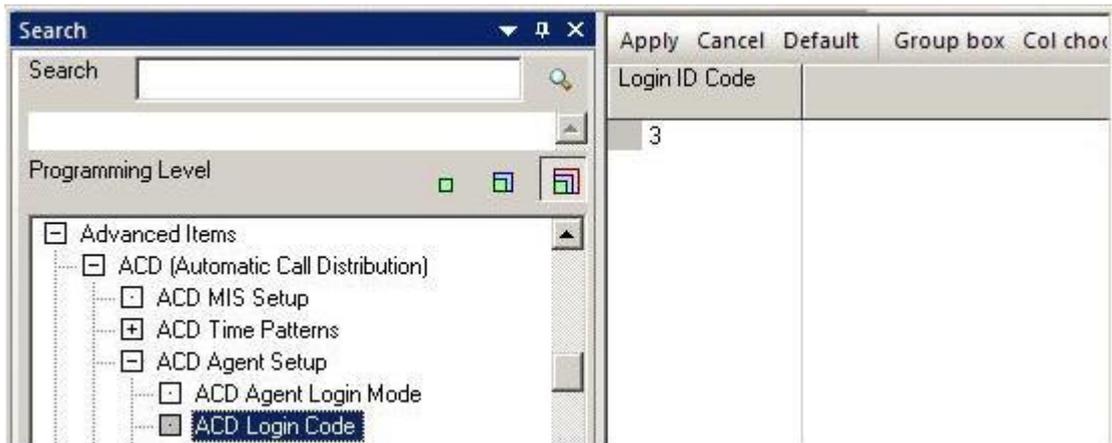
When an agent is logged in using AIC, they can login to an additional AIC login without logging out. By pressing the login button, then 0 to not logout another AIC code can be entered. This can allow an agent to quickly login to more ACD groups. When an agent logs out, they logout of all ACD groups.

### **4.3 - Agent Login Codes**

Agents can be required to enter a login code when they press their login key. The login code is generally used by an MIS application such as MyCalls. Any agent activity that is output will be related to the Login code the agent logged on with.

Wizards / Advanced Items / ACD / ACD Agent Setup / ACD Login Code. PRG 41-03-02

Enter the number of digits that an Agent must enter as their ID in order to logon. When a Login Code is defined, during the agent login procedure they will be asked to 'Input Your ID' this is the login code. The agent must enter any number of digits defined by the number of digits that is set for the login code. It is not possible to define passwords for login codes. For Example is the login code is 2, the agent can enter any digits between 00 and 99, if the code was 3 then any digits between 000 and 999. Only one login code can be logged in at once. If two users try to logon with the same ID the display on the keyset will say 'ID Error' when the seconds agent attempts to login.



### **4.4 - ACD Programmable Function Keys**

ACD Agents will usually use programmable function keys to login / go available or unavailable. Common ACD function key are listed below.

| Function Key                   |
|--------------------------------|
| *10 – ACD Login / Logout       |
| *12 - ACD Emergency Call       |
| *13 – Off Duty                 |
| *17 – Wrapup                   |
| *19 – ACD Queue Status Display |

Refer to the features manual for further details on programmable function keys.

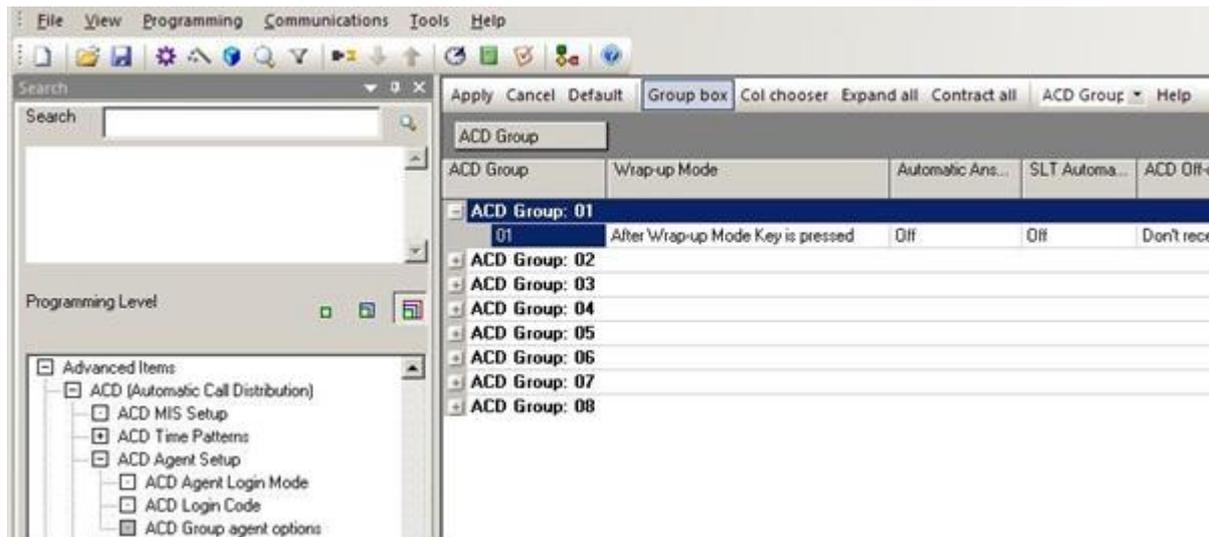
## 5 – Setting up ACD Groups

Each ACD group can have its own set of Agent and Supervisor options. Agent options have configurable items such as wrap up time and auto unavailable options. These options might need to be configured differently for a main ACD queue and an overflow queue.

### 5.1 - Agent Options

Wizards / Advanced Items / ACD / ACD Agent Setup / ACD Group agent options. PRG 41-14.

The ACD Group agent options are best displayed grouped by ACD group. Click the Group box and then drag the ACD Group column header into the grey area above the column headers.



Each of the configurable items is described as follows:

| Item                                  | Settings   | Description   |
|---------------------------------------|--|---|
| Wrap Mode                             | Manual / Automatic   | After handling a call for the ACD group, should the Agent be placed into wrap up automatically or have the option to manually put themselves into wrap up. An automatic wrap up is normally used to give an agent sometime after completing a call before the next call is presented to them. If this item is set to Automatic, the Automatic Wrap up Time needs to be set in seconds |
| Automatic Answer in Headset mode      | On / Off   | If agents use a headset and calls should be answered automatically, then turn this option on. When a call is presented to the agent, they will hear a beep in the headset and then the call will be connected. For this option to be effective, agents must be well disciplined and make themselves off duty when they are not taking calls. * See Note 1                             |
| SLT Automatic Off Duty Mode Switching | Dont Change to off Duty Mode / Change to off Duty Mode automatically | This is used to enable Automatic Off Duty for Agents using SLT handsets. The timer is set in Supervising ACD Answer to Incoming Calls.  |

|  |   |  |
|--|---|--|
| ACD Off Duty Mode                        | Don't receive internal Call / Receive internal call | If an agent is set to Off Duty, this command decides if the agent can receive internal calls or not when they are in off duty mode. If set to cannot receive internal call then a busy tone is returned when an extension dials the agent. |
| Automatic Wrap up Time                   | Enter the time in seconds                           | This is the time value used when Automatic wrap up is enabled.   |
| Start Headset Earpiece Ringing for SLT   | Enter the time in seconds                           | This is the number of seconds that the agent hears headset ringing for before the call is answered. The setting only applies to SLT handsets.  |
| Supervising ACD Answer to Incoming Calls | Enter the time in seconds                           | This is the timer that applies to Automatic Off Duty Mode. When a call is ringing on the ACD Agent, if they do not answer the call within this timer, they are put Off Duty.   |

\* Note 1 \* When Using the Headset with Automatic Answer for ACD Agents:

1. With the multiline terminal in an idle state, press the Help key.
  2. Press the HEADSET key (Program 15-07-01 or SC 851: 05).
- . The Headset key blinks when Automatic Headset is activated.  
. To cancel Automatic Headset, repeat these steps.

## **5.2 - Logging Agents In**

For an Agent to be able to receive ACD calls, they must first login. To Login, press the ACD Login key on the handset, if an Agent Login code has been defined then this will need to be entered when the displays says 'Input Your ID.' If an agent is set to normal login, then they will be logged into their defined ACD Group at this point. If the agent is configured to logon as AIC then they will be prompted to enter an AIC code, after entering the AIC code the agent will be logged in.

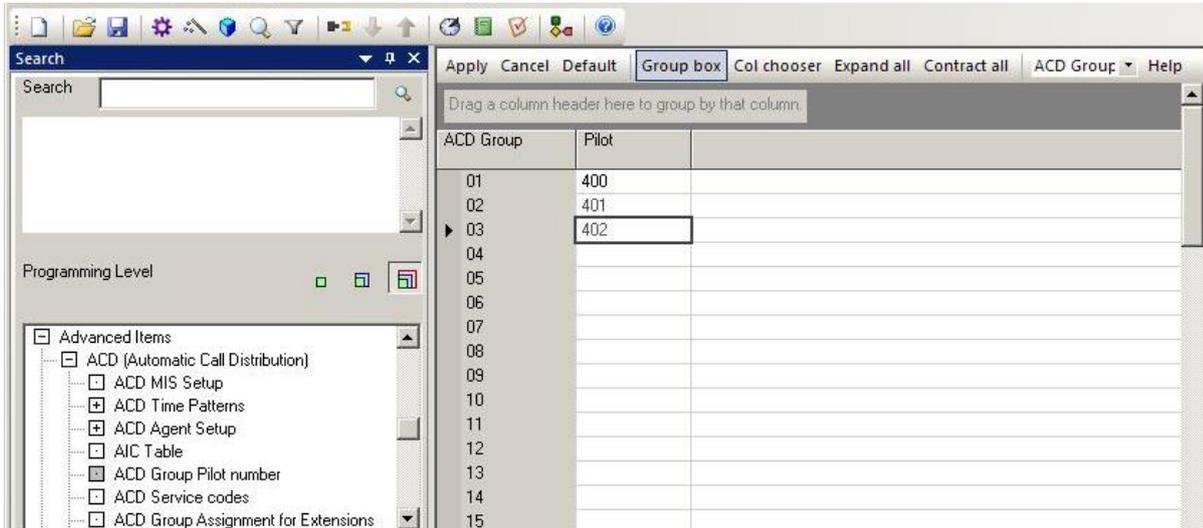
When logged in, the Login Key will be lit red and 'Login' is displayed on the right hand side of the display on the keyset.

## 6 – Delivering Calls to ACD Groups

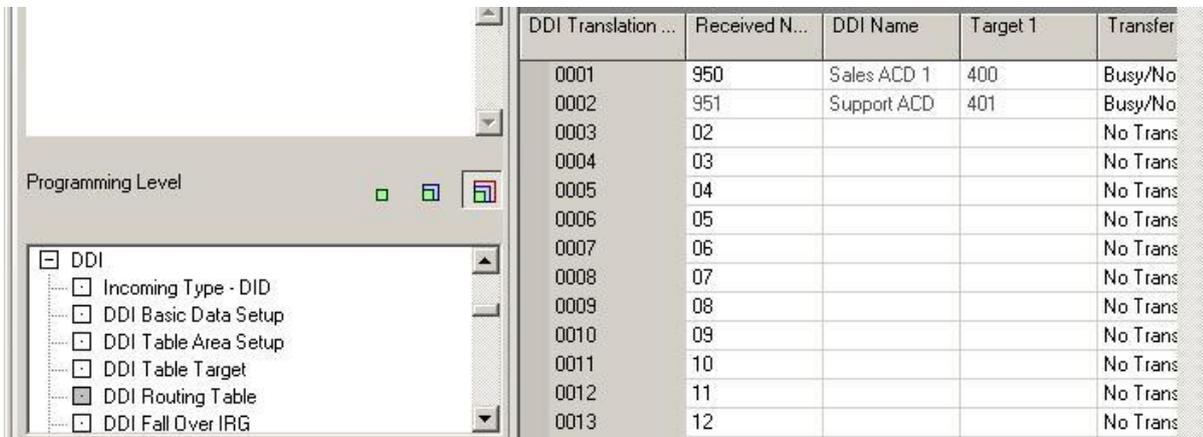
There are two ways you can point a DDI to an ACD group. The first way is to assign a pilot number to an ACD group and point DDI's to those pilot numbers. It is also possible to assign a ring group to an ACD group and then route the DDI to the ring group.

### 6.1 - Using a Pilot Number

In Wizards / Advanced Items / ACD / ACD Group Pilot Number (PRG 11-17), assign an unused number to each pilot number as required. These pilot numbers can be used in different ways to deliver calls to ACD groups.



To point a DDI directly to an ACD group, you can specify the ACD group pilot number as a target number. In Wizards / DDI / DDI Routing Table (22-11-02), assign the pilot number of the ACD group to target area 1.



When configuring Auto Attendants single digit options can be pointed to the ACD group pilot number.

| Attendant Mess... | Received Digit | Next Attend... | Destination ... |
|-------------------|----------------|----------------|-----------------|
| 001               | 1              | 0              | 400             |
| 001               | 2              | 0              | 401             |
| 001               | 3              | 0              |                 |
| 001               | 4              | 0              |                 |
| 001               | 5              | 0              |                 |
| 001               | 6              | 0              |                 |
| 001               | 7              | 0              |                 |
| 001               | 8              | 0              |                 |
| 001               | 9              | 0              |                 |
| 001               | 0              | 0              |                 |
| 001               | *              | 0              |                 |

An extension can carry out a blind transfer to a pilot number to an ACD group.

### 6.2 - Assigning an ACD Group to a Ring Group

ACD groups can be assigned to a ring group and then DDI's can be pointed to these ring groups. Any calls that arrive for these ring groups will pass through to the appropriate ACD group. In Wizards /Advanced / ACD / ACD Group Target for IRG (PRG 41-03), from the list of ring groups, assign a ring group to an ACD group. Before assigning the ring group, check that it is not in use by any non ACD DDI. The ACD Group Target for IRG is better viewed with the Group box applied to the ACD Operation mode column, then sorted by the Incoming Ring Group.

A priority between 0 and 7 can be entered against each ring group. This allows you to enable priority routing based on the DDI number that is called. For example you could assign Ring Group 1 to ACD 11 with priority 1 and Ring Group 2 to ACD 11 with priority 2. DDI's can then be pointed to both Ring Group 1 and 2 but the DDI that points to Ring Group 1 has a higher priority than Ring Group 2. Likewise if you wanted to prioritise calls for ACD Group 1 over ACD Group 2 then you would just assign the appropriate priority to the Ring Groups that are associated with the ACD Group.

Priority can be set to 0 (Disabled), 1 (Highest) and 7 (lowest.)

| Incoming Ring ... | ACD Operati... | ACD Group | Night Annou... | Priority |
|-------------------|----------------|-----------|----------------|----------|
| 001               | 1              | 1         | Off            | 0        |
| 002               | 1              | 2         | Off            | 0        |
| 003               | 1              | 3         | Off            | 0        |
| 004               | 1              | 4         | Off            | 0        |
| 005               | 1              | 0         | Off            | 0        |
| 006               | 1              | 0         | Off            | 0        |
| 007               | 1              | 0         | Off            | 0        |
| 008               | 1              | 0         | Off            | 0        |
| 009               | 1              | 0         | Off            | 0        |
| 010               | 1              | 0         | Off            | 0        |
| 011               | 1              | 0         | Off            | 0        |
| 012               | 1              | 0         | Off            | 0        |
| 013               | 1              | 0         | Off            | 0        |
| 014               | 1              | 0         | Off            | 0        |

Once the ring group has been assigned to the ACD group, a DDI can be pointed to the ring group as normal. In Wizards / DDI / DDI Routing Table enter the ring group number in Target 2 or Target 3. (PRG 22-11-05/06)

| DDI Trans... | Received N... | DDI Name     | Target 1 | Transfer Operation Mode | Transfer Target 2 | Tra |
|--------------|---------------|--------------|----------|-------------------------|-------------------|-----|
| 0001         | 950           | Sales AC...  |          | No Transfer             | 1                 | 0   |
| 0002         | 951           | Support A... |          | No Transfer             | 2                 | 0   |
| 0003         | 02            |              |          | No Transfer             | 0                 | 0   |
| 0004         | 03            |              |          | No Transfer             | 0                 | 0   |
| 0005         | 04            |              |          | No Transfer             | 0                 | 0   |
| 0006         | 05            |              |          | No Transfer             | 0                 | 0   |
| 0007         | 06            |              |          | No Transfer             | 0                 | 0   |
| 0008         | 07            |              |          | No Transfer             | 0                 | 0   |
| 0009         | 08            |              |          | No Transfer             | 0                 | 0   |
| 0010         | 09            |              |          | No Transfer             | 0                 | 0   |
| 0011         | 10            |              |          | No Transfer             | 0                 | 0   |
| 0012         | 11            |              |          | No Transfer             | 0                 | 0   |
| 0013         | 12            |              |          | No Transfer             | 0                 | 0   |

## **7 – ACD Overflow and Announcements**

ACD on the SL2100 has a very comprehensive and flexible overflow method. Calls that arrive in an ACD group can overflow to:

- Other ACD Groups
- Voicemail
- A Ring Group
- An Extension
- A Speed dial location (Including External numbers)

ACD queue announcements can be played to callers on a per ACD queue basis. Up to 2 announcements can be applied to each ACD group. Announcements can be played using 2 different device types they are:

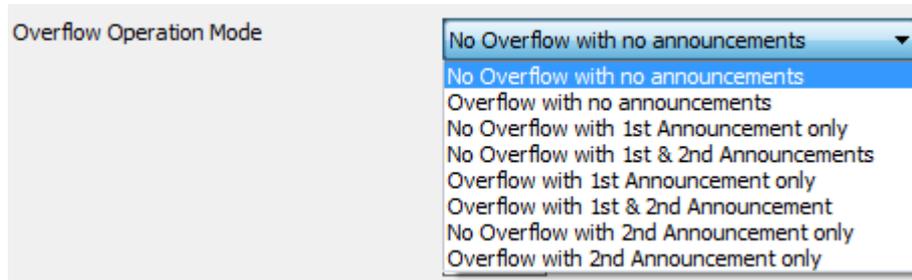
- The VRS – Messages can be recorded by dialling a service code and assigned as announcements. The VRS is also used for playing position in queue announcements.
- InMail – Mailboxes can be created to play announcements as queue messages.

### **7.1 - ACD Overflow**

Calls can be configured to overflow after a set amount of time. There are various overflow destinations that can be configured including other ACD groups, voicemail, ring groups or speed dials. Overflows are configured on a per ACD groups basis. To setup over flows, go to Wizards / Advanced Items / ACD / ACD Overflow and Announcements / ACD Overflow and Announcements (PRG 41-08.)

## 7.1 - Overflow Operation Mode

To enable an ACD group to have overflow go to Wizards / Advanced Items / ACD / ACD Group Overflow and announcements / ACD Overflow and Announcement Setup (PRG 41-08-01). Choose one of the options from the drop down menu that will allow overflow.



## 7.2 - Overflow Transfer Destination

Wizards / Advanced Items / ACD / ACD Overflow and Announcements / ACD Overflow and Announcements / Overflow Transferred Destination (PRG 41-08-02.)

Working through the ACD Overflow and announcements wizard, the next programmable item is overflow transferred destination. This is where you can specify where the calls for the ACD group overflow. The following table shows the different values that can be entered and where they overflow to.

| Setting | Overflow Destination               | Description   |
|---------|------------------------------------|---|
| 0       | No Overflow                        | Do not overflow any calls.  |
| 1-8     | Overflow to an ACD Group Number    | Enter the ACD Group number that the call will overflow to. As part of the overflow to an ACD Group, the call can only overflow to one group. The call will not overflow if there are no agents are available in the destination ACD group.  |
| 9       | Overflow to the ACD Overflow Table | By entering 9, the call will be routed to the ACD Overflow table. The ACD Overflow table can be configured to allow calls to overflow up to seven ACD groups. The ACD Overflow table is configured in Wizards / Advanced Items / ACD / ACD Group Overflow and Announcements / ACD Overflow Tables.  |
| 10      | Overflow to InMail voicemail       | Enter 10 to overflow to voicemail. When using overflow to voicemail, the call will overflow to the mailbox that is associated with the ACD Pilot Number. For example, if an ACD queue is set to overflow to voicemail and the pilot number for the ACD queue is 400, when the caller is transferred to voicemail, they will be connected to mailbox 400. Pilot numbers can be assigned to ACD groups in Wizards / Advanced Items / ACD / ACD Group Pilot Numbers. |
| 11      | Overflow to an Speed dial          | Enter 11 to overflow to a speed dial. Specify the speed dial location number that the call should over to. A speed dial can be used to overflow a call to an external number.   |
| 12      | Overflow to IRG                    | Enter 12 to overflow a call to a ring group. When the call overflows it will be presented to the specified ring group.  |

Enter the overflow transferred destination as required.

### 7.3 - The ACD Overflow Transfer Time

Enter the amount of time in seconds that the system will wait before the queued call over flows.

### 7.4 - Speed Dial Location When Overflow

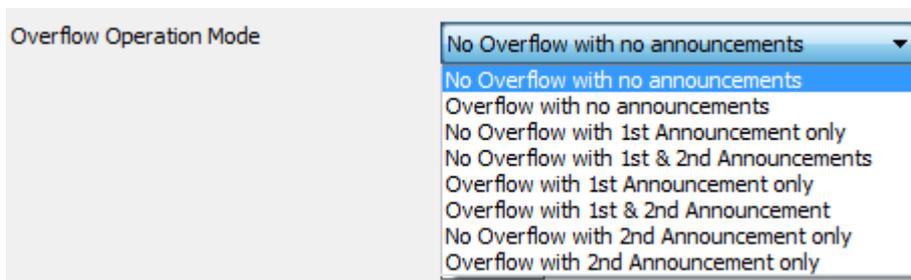
When the calls are set to overflow to a speed dial location, enter the location number of the speed dial that the call should overflow to.

### 7.5 - Incoming Ring Group When Overflow

When calls are set to overflow to a ring group, enter the ring group number that the calls should overflow to.

### 7.6 - Setting Up Announcements

ACD in queue announcements can be played using the VRS or InMail voicemail. Up to two messages can be configured on a per ACD basis and optionally a position in queue announcement can played to the caller using the VRS. In Easy Edit / ACD / ACD Group Overflow and Announcements select an appropriate option that will enable queue announcements. The first and second announcements can be enabled with or without overflow.



Any announcements that are configured will look at where to play their announcements from Wizards / Advanced Items/ ACD / ACD Group Overflow and announcements / Delay Announcement Source Type.

The image shows a screenshot of the 'System Data' window. The window has a search bar and a filter section. The main area displays a table with the following columns: 'D Group', 'Overflow Operation Mode', 'Overfl...', and 'Delay Announcement Source Type'. The table contains 9 rows of data.

| D Group | Overflow Operation Mode        | Overfl... | Delay Announcement Source Type |
|---------|--------------------------------|-----------|--------------------------------|
| 01      | No Overflow with no announc... | 2         | DSPDB VRS                      |
| 02      | Overflow with no announcem...  | 3         | InMail                         |
| 03      | No Overflow with no announc... | 0         | ACI                            |
| 04      | No Overflow with no announc... | 0         | ACI                            |
| 05      | No Overflow with no announc... | 0         | ACI                            |
| 06      | No Overflow with no announc... | 0         | ACI                            |
| 07      | No Overflow with no announc... | 0         | ACI                            |
| 08      | No Overflow with no announc... | 0         | ACI                            |
| 09      | No Overflow with no announc... | 0         | ACI                            |

## 7.7 - Announcements using the VRS

Once the announcement source has been set to VRS then the announcements have to be configured in Wizards / Advanced Items / ACD / ACD Group Overflow and Announcements / VRS Setup for ACD Announcements. For each ACD you can configure the following options.

| Item   | Settings  | Description   |
|--|---|---|
| Delay Announcement Start Time                      | 0-64800   | Enter the duration in seconds the system will wait before answering the call and playing the announcement.  |
| 1 <sup>st</sup> Delay Announcement                 | 1-100   | Enter the message number that will be played for the first announcement.  |
| 1 <sup>st</sup> Delay Announcement Sending Count   | 1-255   | Enter the number of times that the first message will be repeated before the second message will become active.   |
| 2 <sup>nd</sup> Delay Announcement                 | 1-100   | Enter the message number that will be played when the second announcements are being used.  |
| 2 <sup>nd</sup> Waiting Announcement sending count | 1-255   | Enter the number of times the second VRS message should be repeated.  |
| Announcement Interval Tone Kind                    | Ring Back Tone<br>MOH Tone<br>BGM Source                          | After an announcement has been played, there are 3 types of tones that can be played to the caller. Ring back tone, Background music or Music on Hold.                    |
| Disconnect Time after the end of VRS Delay Message | 0-64800   | Enter the duration in seconds that the system will play the seconds announcement before disconnecting the call. Set to value to 0 if the call should not be disconnected. |
| Queue Depth Announcement                           | Disabled  | Queue Depth Announcements.  |
|  | After 1 <sup>st</sup> Delay Announcement only                     | The Queue Depth Announcement will be played after the 1 <sup>st</sup> announcement only.  |
|  | After 2 <sup>nd</sup> Delay Announcement Only                     | The Queue Depth Announcement will be played after the 2 <sup>nd</sup> announcement only.  |
|  | After both 1 <sup>st</sup> and 2 <sup>nd</sup> Delay Announcement | The Queue Depth Announcement will be played after the 1 <sup>st</sup> and 2 <sup>nd</sup> delay announcements.  |
| VRS Queue Message Repeat Time                      | 0-64800   | Enter the duration in seconds that each message is repeated.  |

## **7.8 - Recording VRS Messages**

The VRS Messages can be recorded and played back from a keyset. An extension needs to be in an appropriate class of service. It is possible to record a maximum of 100 VRS messages.

Wizards / COS / COS Prt1 / Playback / Record / Erase VRS Message (PRG 20-07-13) if set to 'on' enables Playback, Record, Erase from an extension.

Wizards / COS / COS Prt1 / Playback VRS General Message (PRG 20-07-14) if set to 'on' enables Playback only.

Wizards / COS / COS Prt1 / Record / Erase (PRG 20-07-15) if set to 'on' enables Record and Erase.

Wizards / System Numbering Plan / Service Codes / 3 Digit Codes / PRT 1 (PRG 11-10-20) is where the service code to access the VRS is, by default the setting is 716.

To record a greeting dial the SVR service code and you arrive at the VRS Message Control Menu, dial 7 to record. The prompt on the keyset will change to 'Record VRS MSG Message No.' Dial the message number that you want to record, for message number 1, dial 001, message 2, dial 002, message 10, dial 010. You will be asked to record a message after the tone and press the '#' key when you have finished. Record the message and press #. Once the message has been recorded it is played back straight away after the message has been played back, you return to the VRS Message Control menu.

Note: It is not possible to change to recordings for the Queue Depth Announcements.

## **7.10 - Announcements Using InMail Voicemail**

To use the voicemail for in queue messaging, firstly go to Wizards / Advanced Items / ACD / ACD Group Overflow and Announcements / VM Box Setup for ACD Announcements. To use two announcements, there should be two announcement mailboxes created, one for each announcement. The greetings should be recorded for each mailbox by dialling the pilot number for the voicemail, selecting the System Administrator mailbox, entering 72 to access System Administrator options, dialling 2 for announcements, dialling the announcement mailbox number and following the prompts to record the greeting.

| Item  | Settings                               | Description  |
|---|--|--|
| Delay Message Start Time                                      | 0 -64800                               | Enter the duration in seconds that the SL2100 will wait before playing the 1 <sup>st</sup> announcement.   |
| Group Mailbox for 1 <sup>st</sup> Announcement Message        | Any Valid Mailbox number               | Enter a valid mailbox number. The SL2100 can connect multiple queued calls to the same message.  |
| 1 <sup>st</sup> Delay Message Sending Count                   | 0-255                                  | Enter the number of times that the 1 <sup>st</sup> message will be repeated.   |
| Group Mailbox for 2 <sup>nd</sup> Announcement Message        | Any Valid Mailbox number               | Enter a valid mailbox number. The SL2100 can connect multiple queued calls to the same message.  |
| 2 <sup>nd</sup> Delay Message Sending Count                   | 0-255                                  | Enter the number of times that the 2 <sup>nd</sup> message will be repeated.   |
| Announcement Interval Tone Kind                               | Ring Back Tone / MOH Tone / BGM Source | Select the tone type that the caller will hear whilst queuing after an announcement.   |
| ACD Forced Disconnect Time after 2 <sup>nd</sup> announcement | 0-64800                                | Enter the duration in seconds that the system will disconnect the call after the second announcement has been played. If set to 0 then the call will not disconnect. |
| Delayed Message Interval Time                                 | 0-64800                                | Enter the duration in seconds that defines the interval between announcements.   |

## 7.11 - ACD Night Announcements

Ring groups can be pointed to ACD groups for the different ACD modes that exist on the SL2100. The ACD modes can be configured to play a night announcement. In Wizards / Advanced Items /ACD / ACD Group Target for IRG, assign a ring group to an ACD group, from the drop down menu for Night Announce, select enable.

| Incoming Ring ... | ACD Operati... | ACD Group | Night Announcement | Priority |
|-------------------|----------------|-----------|--------------------|----------|
| 001               | 1              | 1         | On                 | 0        |
| 001               | 2              | 0         | Off                | 0        |
| 001               | 3              | 0         | Off                | 0        |
| 001               | 4              | 0         | Off                | 0        |
| 001               | 5              | 0         | Off                | 0        |
| 001               | 6              | 0         | Off                | 0        |
| 001               | 7              | 0         | Off                | 0        |
| 001               | 8              | 0         | Off                | 0        |
| 002               | 1              | 2         | Off                | 0        |
| 002               | 2              | 0         | Off                | 0        |
| 002               | 3              | 0         | Off                | 0        |
| 002               | 4              | 0         | Off                | 0        |
| 002               | 5              | 0         | Off                | 0        |
| 002               | 6              | 0         | Off                | 0        |
| 002               | 7              | 0         | Off                | 0        |
| 002               | 8              | 0         | Off                | 0        |

To assign messages as night announcements, go to Easy Edit / ACD / ACD Night Announcements Setup. Configure the options as required for each ACD group:

| Item                                    | Settings   | Description   |
|---|--|---|
| ACD Night Announcement Sending Duration | 0 - 64800  | Enter the time in seconds that the system will play the announcement. |
| VRS Message                             | 1 – 100  | Enter the VRS message number.   |
| Message Interval Tone                   | Ringback Tone<br>Music On Hold<br>Background Music | Select the required interval tone.                                    |

| ACD Group | Night Announcement Sending Duration | VRS Message | Message Interval Tone |
|-----------|-------------------------------------|-------------|-----------------------|
| 1         | 0                                   | 0           | Ringback Tone         |
| 2         | 0                                   | 0           | Ringback Tone         |
| 3         | 0                                   | 0           | Ringback Tone         |
| 4         | 0                                   | 0           | Ringback Tone         |
| 5         | 0                                   | 0           | Ringback Tone         |
| 6         | 0                                   | 0           | Ringback Tone         |
| 7         | 0                                   | 0           | Ringback Tone         |
| 8         | 0                                   | 0           | Ringback Tone         |

## **8 – ACD Supervisor Options**

Extensions can be elected as ACD supervisors to be given more features and visibility of ACD activity. There is also an ACD System Supervisor which will give one extension extra functionality. ACD Supervisors can only use standard login and not AIC login and can only carry out login / logout functions on extensions that are standard login.

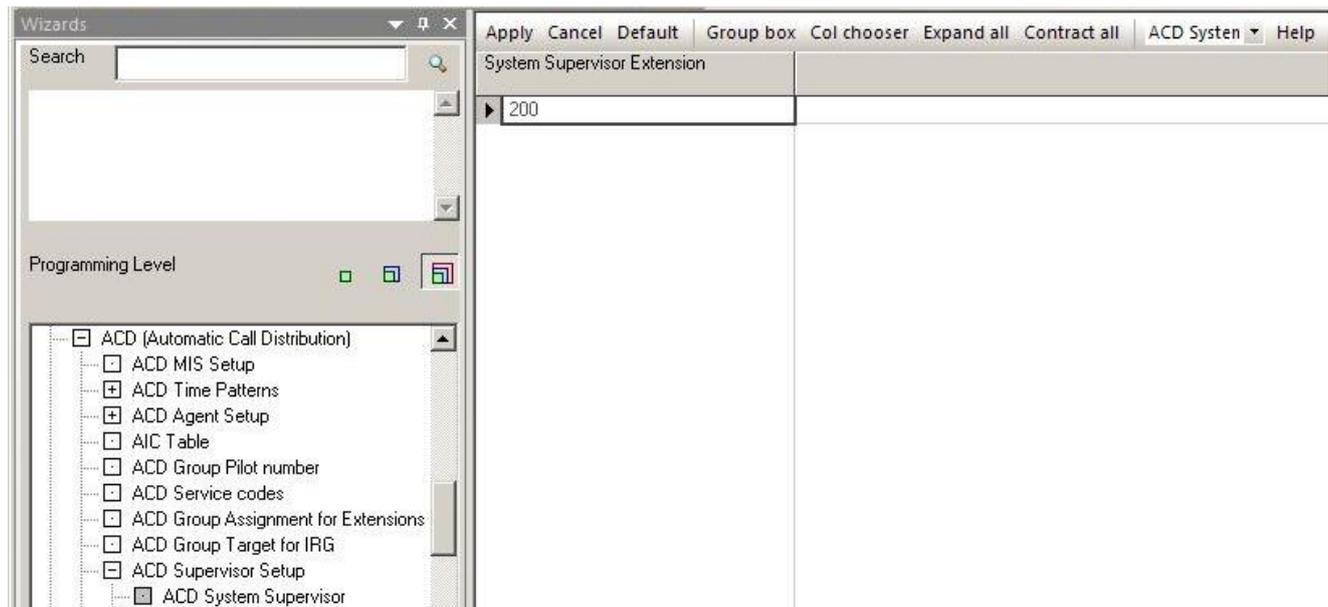
### **8.1 - ACD System Supervisor**

You can designate an extension as an ACD System Supervisor. The system can have only one ACD System Supervisor and once an extension is a system supervisor it can't be a supervisor for a specific group. Once a user is assigned as an ACD System Supervisor, they can perform the following tasks:

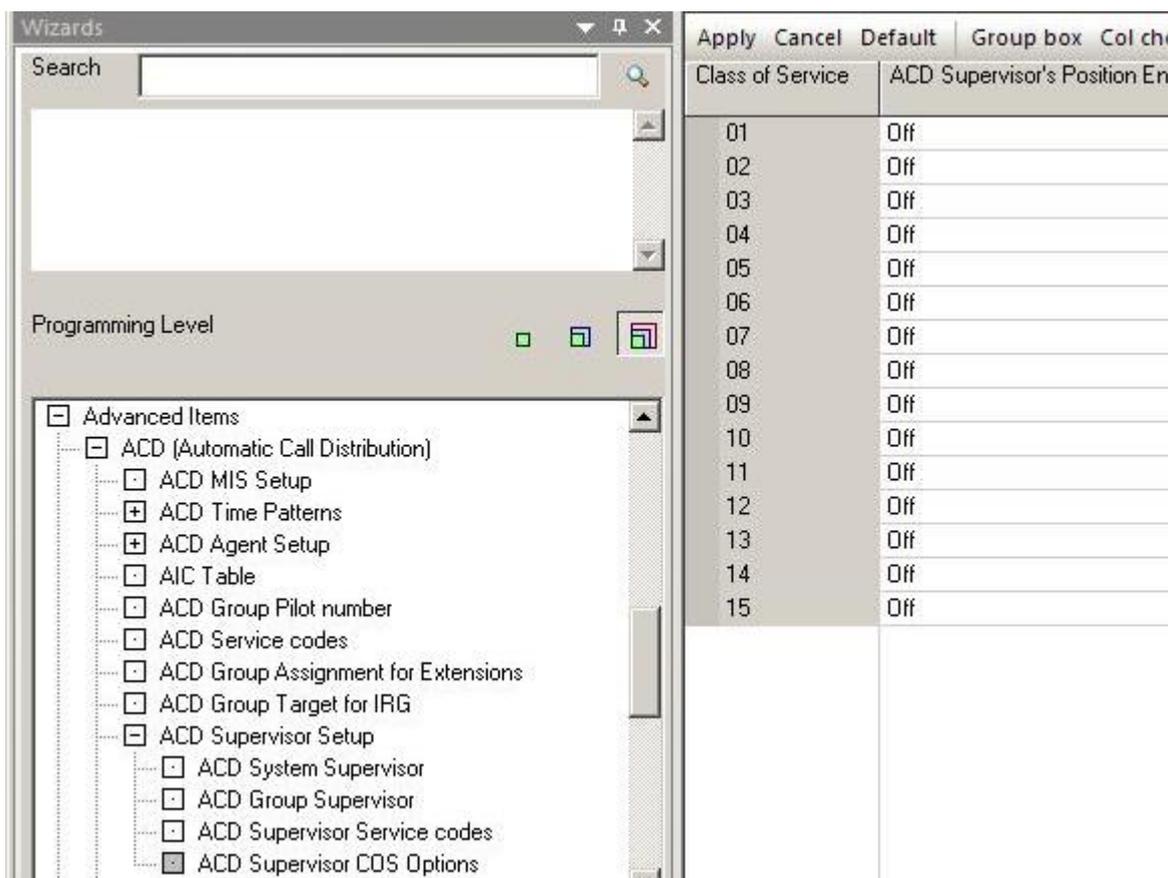
- Log an agent into or out of an ACD Group.
- Reassign an agent to a different ACD Group.
- Take all the system's ACD Groups out of service simultaneously. Outside callers will hear ringback tone.
- Restore all the ACD Groups to service simultaneously.
- Receive an emergency call from an Agent.

### **8.2 - Setting up the ACD System Supervisor**

All of these tasks are carried out by the supervisor logging in and dialling service codes. To elect an extension as the System ACD Supervisor, go to Wizards / Advanced / ACD / ACD Supervisor Setup (PRG 41-01-01) and enter the extension number.



The ACD system supervisor function needs to be allowed in class of service. To enable ACD Supervisor Position Enhancement, go to Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor COS options (PRG 20-13-33) and set the class of service to 'on' for the Supervisors class of service.



There are also some configurable service codes for the supervisor position.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Agent login for Supervisor (PRG 11-13-10.) This is the service code that a supervisor dials to login an agent. The default setting is 767.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD logout by Supervisor (PRG 768.) This is the service code that a supervisor dials to log and agent out. The default setting is 768.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Group Change by Supervisor (PRG 11-13-12.) This service code can be used by the supervisor to change which ACD group the agent will login to. This function can only be used when agent is not logged in. The default value is 769.

For An ACD System Supervisor to take all of the ACD queues out of service, they must have an 'ACD Force Work End' key on their extension. The function key can be programmed using 852\*14 or set through PC Programming.

### **8.3 - Using the ACD System Supervisor to Login an Agent**

For the system supervisor to login an agent they should dial the service code enabled in Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Agent login for Supervisor (PRG 11-13-10.) Once the service code has been dialled the display will show 'ACD Agent Login Dial Agent' at this point enter the extension number that should be logged in. After the extension number has been entered you are prompted to enter the agent ID, enter the agent id and the prompt will change to login ok. An agent can only be logged in when their extension is idle and if they are logged out.

### **8.4 - Using the ACD System Supervisor to Logout an Agent**

Similar to the login an agent function, the ACD system supervisor can dial the service code configured in Wizards / Advanced items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD logout by Supervisor (PRG 11-13-11.) When they enter the service code you are prompted to enter the extension you wish to logout, enter the extension number and they agent is logged out. If the agent is busy in any way then the agent can't be logged out.

### **8.5 - Using the ACD System Supervisor to Change ACD Group Membership**

To change which ACD group an Agent belongs to, dial the service code entered in Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Group Change by Supervisor (PRG 11-13-12.) After dialling the service code enter the extension number you will be shown which ACD group the extension is currently assigned to. Enter the new ACD group that the extension should be assigned. Again the extension has to be logged out and idle to use this function.

## **9 – ACD Group Supervisor**

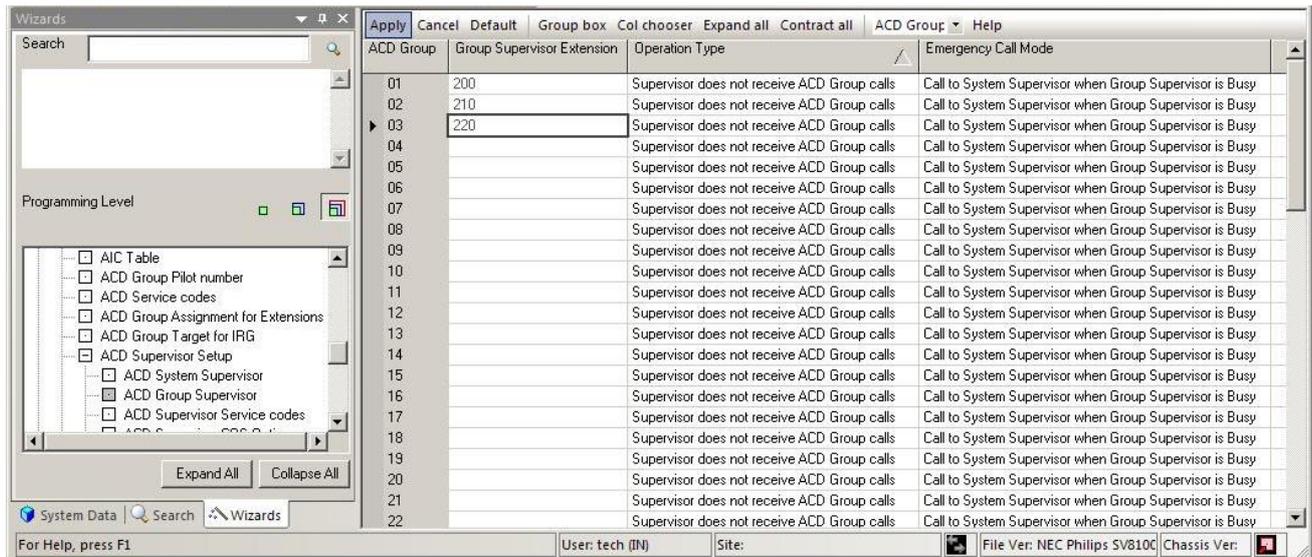
The ACD Group supervisor is similar to the ACD System supervisor but can carry out more specific functions for a single ACD group. There can only be one ACD supervisor per group. Once enabled, the ACD Group supervisor can:

- Take an ACD Group out of service.
- Restore the ACD Group to service.
- Receive ACD Emergency Calls from Agent within the group.
- Log agents in and out.

## 9.1 - Setting up an ACD Group Supervisor

The ACD Group supervisor tasks are carried out using a combination of programmable keys and service codes and operationally are the same of the ACD System supervisor functions. To configure an extension as an ACD supervisor go to Wizards / Advanced Items / ACD Supervisor Setup / ACD Group Supervisor. Enter the extension number that should be the supervisor of the ACD group. There are also 3 different operation types that can be assigned to each ACD group supervisor they are:

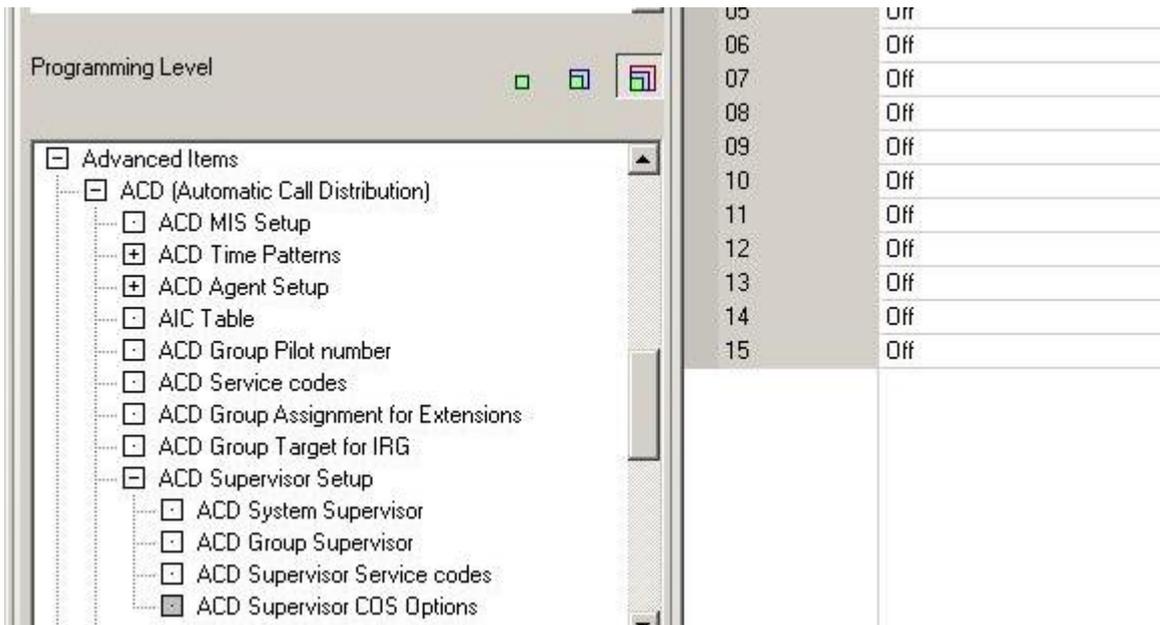
- Don't receive any ACD incoming calls. This will allow the supervisor to login but not take any ACD calls. The supervisor will be able to receive emergency calls from agents.
- Receive ACD overflow calls only. When logged in, the supervisor will only take overflow calls along with emergency calls.
- Receive ACD incoming call all the time. This mode allows the supervisor to take normal ACD calls and act as an ACD supervisor.



Configure the supervisor's mode as required.

The emergency call mode can also be set for each ACD group supervisor. In Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Group Supervisor / Emergency Call Mode, you can configure the emergency call to forward to the system supervisor if the ACD group supervisor is busy. If the emergency call is not set to forward to the system supervisor, then the ACD group supervisor's emergency key will just flash when an agent presses their emergency key. For the emergency call function to work, both the supervisor and agent need to have an ACD Emergency Call (SC 852 \*12.)

The ACD group supervisor function needs to be allowed in class of service. To enable ACD Supervisor Position Enhancement, go to Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor COS options and set the class of service to 'on'.

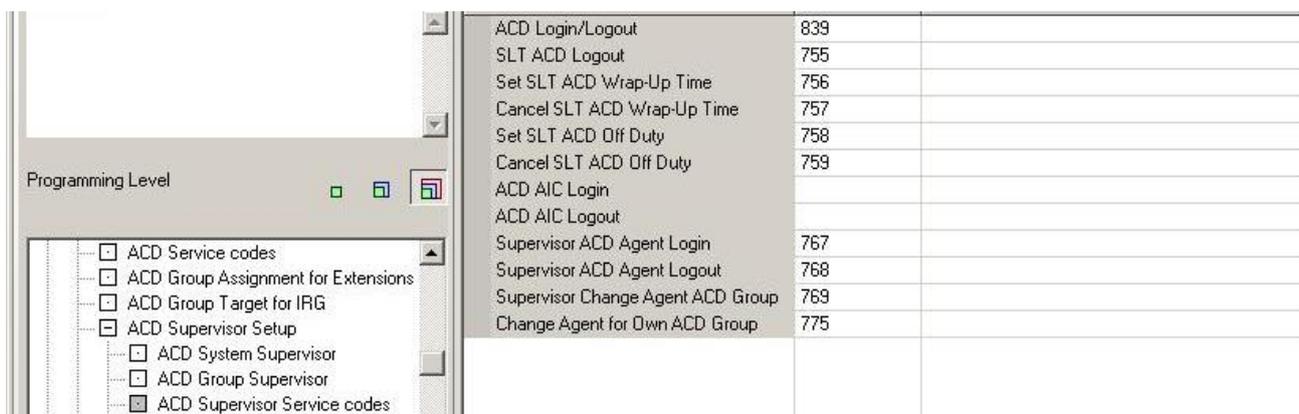


There are also some configurable service codes for the ACD Group supervisor position, these codes are the same as the ACD System supervisor service codes.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Agent login for Supervisor (PRG 11-13-10.) This is the service code that a supervisor dials to login an agent. The default setting is 767.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD logout by Supervisor (PRG 768.) This is the service code that a supervisor dials to log and agent out. The default setting is 768.

Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Group Change by Supervisor (PRG 11-13-12.) This service code can be used by the supervisor to change which ACD group the agent will login to. This function can only be used when agent is not logged in. The default value is 769.



For An ACD Group Supervisor to take their assigned ACD queue out of service, they must have an 'ACD Force Work End' key on their extension. The function key can be programmed using SC 852 \*14 or set through PC Programming.

## **9.2 - Using the ACD Group Supervisor to Login an Agent**

The ACD Group supervisor functions work the same of the ACD System supervisor functions but can only carry out functions for the ACD group that they are assigned to.

For the group supervisor to login an agent they should dial the service code enabled in Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Agent login for Supervisor (PRG 11-13-10.) Once the service code has been dialled the display will show 'ACD Agent Login Dial Agent' at this point enter the extension number that should be logged in. After the extension number has been entered you are prompted to enter the agent ID, enter the agent id and the prompt will change to login ok. An agent can only be logged in when their extension is idle and if they are logged out. Group ACD supervisors can login ACD agents for any ACD queue.

## **9.3 - Using the ACD Group Supervisor to Logout an Agent**

Similar to the login an agent function, the ACD group supervisor can dial the service code configured in Wizards / Advanced items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD logout by Supervisor (PRG 11-13-11.) When they enter the service code you are prompted to enter the extension you wish to logout, enter the extension number and they agent is logged out. If the agent is busy in any way then the agent can't be logged out. The ACD group supervisor can logout agents for any group.

## **9.4 - Using the ACD Group Supervisor to Change Group Membership**

To change which ACD group an Agent belongs to, dial the service code entered in Wizards / Advanced Items / ACD / ACD Supervisor Setup / ACD Supervisor Service Codes / ACD Group Change by Supervisor (PRG 11-13-12.) After dialling the service code enter the extension number you will be shown which ACD group the extension is currently assigned to. Enter the new ACD group that the extension should be assigned. Again the extension has to be logged out and idle to use this function. The ACD group supervisor can change the group membership of any extension.

## **9.5 - Emergency Call**

Agents can have an emergency key on their extension. If the agent is receiving a call that they would like the ACD supervisor to either listen in to or to join the conversation, they can press the emergency key. When an agent presses the emergency key, an emergency call is made to the supervisor, the supervisor can see that there is an emergency call being made from the agents extension number. The supervisor can answer the call by pressing their emergency key. Once the emergency key has been pressed, the supervisor is listening in to the conversation in 'monitor' mode. For the supervisor to join in the conversation, they pressing their emergency call key again. At that point the call become like a conference call. If the agent drops out of the conversation then the caller and the supervisor call is still connected.

## **10 – ACD Group Call Coverage Key**

A call coverage key can be assigned to an ACD group, when a call a queuing the key will flash. When a call is ringing in the ACD group, any one regardless of if they are logged into ACD or not can answer the call pressing the call coverage key. This function can be particularly useful for supervisors who do not take want to take ACD all the time. The call coverage key can be programmed using PRG 852: \*03 ACD Pilot Number.

## **11 – ACD Service Codes**

There are some services codes that relate directly. These service codes are programmed in Wizards / Advanced Items / ACD / ACD Service Codes. The ACD Service codes are summarised in the following table.

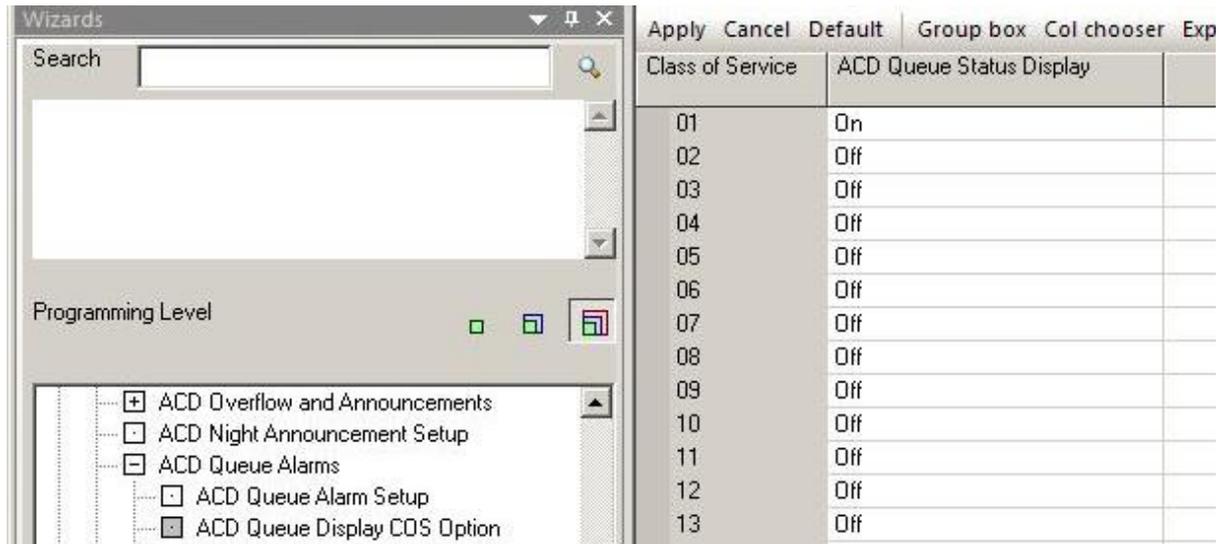
| Feature                                      | Default Service Code | Function   |
|--|----------------------|--|
| ACD Login / Logout for KTS (11-13-01)        | 839                  | The service code used by a keyset to logon to ACD. Note this service code is for standard login and not AIC login.                               |
| ACD Logout for SLT (11-13-02)                | 755                  | The service code used by a digital keyset to logoff from ACD. Note this service code is for standard login and not AIC login.                    |
| Enable SLT ACD Temporary Release (11-13-03)  | 756                  | The service code used by a single line telephone to enter wrap up. A digital keyset should use a wrap up key to control their wrap up state.     |
| Disable SLT ACD Temporary Release (11-13-03) | 757                  | The service code used by a single line telephone to exit from wrap up. A digital keyset should use a wrap up key to control their wrap up state. |
| Enable SLT ACD Off Duty (11-13-05)           | 758                  | The service code used by a single line telephone to enter Off Duty. A digital key set will use an Off Duty key to control their off duty state.  |
| Cancel SLT Off Duty (11-13-06)               | 759                  | The service code used by a single line telephone to exit Off Duty. A digital key set will use an Off Duty key to control their off duty state.   |
| ACD AIC Login (11-13-08)                     |                      | The service code used by a single line telephone to logon to ACD. Note this service code is for AIC logon only.                                  |
| ACD AIC Logout (11-13-09)                    |                      | The service code used by a single line telephone to logoff from ACD. Note this service code is for AIC logon only.                               |
| Supervisor ACD Agent Login (11-13-10)        | 767                  | When an extension has been elected as an ACD supervisor, they can dial this service code to login an agent (standard login only.)                |
| Supervisor ACD Agent Logout (11-13-11)       | 768                  | When an extension has been elected as an ACD Supervisor, they can dial this service code to logout an agent (standard login only.)               |
| Supervisor Change Agent ACD Group (11-13-12) | 769                  | The ACD Supervisor can dial this service code to change which ACD group an extension will login to (standard login only)                         |
| Set Agent for own ACD Group (11-13-13)       | 775                  | An agent can dial this service code to change the ACD group that they will login to.   |

## **12 – ACD Queue Alarms**

There are two alarms types that can be used in an ACD configuration, ACD queue alarms and ACD Queue Display Alarms. ACD queue alarms will give a warning tone to extensions that are either logged out or off duty in the appropriate ACD group. ACD Queue Display Alarms are more flexible as it will indicate on a display of key telephones the number of calls waiting. These features are mutually exclusive and should not both be configured together.

### **12.1 - ACD Queue Display COS Option**

To use either of the two ACD alarm functions, the function should be enabled in the appropriate class of service. To enable a class of service for queue alarms look in Wizards / Advanced Items / ACD / ACD Queue Alarms / ACD Queue Alarms (PRG 20-13-39.) Turn on the class of service as required.



The screenshot shows the 'Wizards' configuration window. On the left, a tree view under 'Programming Level' shows 'ACD Queue Display COS Option' selected. On the right, a table displays the configuration for various Class of Service (COS) values.

| Class of Service | ACD Queue Status Display |
|------------------|--------------------------|
| 01               | On                       |
| 02               | Off                      |
| 03               | Off                      |
| 04               | Off                      |
| 05               | Off                      |
| 06               | Off                      |
| 07               | Off                      |
| 08               | Off                      |
| 09               | Off                      |
| 10               | Off                      |
| 11               | Off                      |
| 12               | Off                      |
| 13               | Off                      |

### **12.2 - ACD Queue Alarm Setup**

ACD queue alarms can be used to give a warning tone to any idle key telephone in the ACD group that are logged out or idle. The warning tone pattern heard at the key telephone is set by 'Alarm Clock' in Ring Pattern (Wizards / Advanced Items / Service Tones / Service Tones or PRG 80-01-02.)

In Wizards / Advanced Items / ACD Queue Alarms / ACD Queue Alarms Setup (PRG 41-15) enter the number of calls in the ACD queue required to trigger the alarm. You can also enter the Alarm Information interval time. This is the time that the programmed alarm will alert extensions for. The extensions will be alerted for the programmed number of seconds and then the alerting will be silenced for the same number of seconds.

| ACD Group | Number of calls in ACD Queue to activate Alarm Information | Alarm Information Interval Time |
|-----------|--|---------------------------------|
| 01        | 1  | 0                               |
| 02        | 0  | 0                               |
| 03        | 0  | 0                               |
| 04        | 0  | 0                               |
| 05        | 0  | 0                               |
| 06        | 0  | 0                               |

### 12.3 - ACD Queue Display Setup

Wizards / Advanced Items / ACD / ACD Queue Alarm / ACD Queue Display Setup (PRG 41-20)

ACD Queue display setup can be used to display the number of calls in queue and the longest wait time on a keyset that is logged out. The ACD queue activity can be displayed on the keyset and optionally a warning tone can be played on the keyset. The following table describes each of the configurable items.

|  |   |
|--|---|
| Number of call in ACD Queue to activate Display Information. | Enter the number of calls in queue to trigger the alarm.  |
| Queue Status Display Hold Time                               | Enter the number of seconds that the key telephone will display the queue status display information for.   |
| Queue Status Display Interval Time                           | Enter the interval in seconds between the key telephone display showing the Queue Status Display and Alarm Tone. This time also sets when the display and alarms will start after the queue limit is reached.                         |
| ACD Call Waiting Alarm                                       | Turn this option on to enable the alarm tone to be sent to a keyset receiving the alarm   |
| ACD Call Waiting Alarm Send Duration                         | Enter the duration in seconds that the alarm tone will be on. The warning tone pattern heard at the key telephone is set by 'Alarm Clock' in Ring Pattern (Wizards / Advanced Items / Service Tones / Service Tones or PRG 80-01-02.) |

| ACD Group | Number of calls in ACD Q... | Queue Status Disp... | Queue Status Display Interval Time | ACD Call Waiting Alarm | ACD Call Waiting Alarm Send Duration |
|-----------|-----------------------------|----------------------|------------------------------------|------------------------|--------------------------------------|
| 01        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 02        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 03        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 04        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 05        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 06        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 07        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 08        | 0                           | 5                    | 60                                 | Off                    | 0                                    |
| 09        | 0                           | 5                    | 60                                 | Off                    | 0                                    |

The information displayed in the ACD Queue Display Setup can be displayed by programming an 'ACD Queue Status Display' key on a keyset. The service code for an ACD Queue Status Display SC 852:\*19.

## 13 – Enhanced DSS Operation

Wizards / Advanced Items / ACD / ACD DSS Console / ACD DSS Console (PRG 30-02)

The enhanced DSS Operation give a supervisor extra visibility on agents current status. A DSS console is required and keys on the DSS console can be programmed for the agent’s extensions. When you connect the DSS console to the extension port the system will automatically give it a console number, the DDS console number can be checked in PRG 10-03.

Enter the extension that has the DSS console connected to it. Set the DSS Operation mode as required.

Typically to only monitor the status of ACD Agents, the DSS Operation mode should be set to ACD mode. If two DSS consoles are being used then specify the DSS console number that will be used when the ALT is activated.

| DSS Console | Extension connected to DSS Console | DSS Operation Mode | Alternate DSS Console Number |
|-------------|------------------------------------|--------------------|------------------------------|
| 01          |                                    | ACD Mode           | 0                            |
| 02          |                                    | Business Mode      | 0                            |
| 03          |                                    | Business Mode      | 0                            |
| 04          |                                    | Business Mode      | 0                            |
| 05          |                                    | Business Mode      | 0                            |
| 06          |                                    | Business Mode      | 0                            |
| 07          |                                    | Business Mode      | 0                            |
| 08          |                                    | Business Mode      | 0                            |
| 09          |                                    | Business Mode      | 0                            |
| 10          |                                    | Business Mode      | 0                            |
| 11          |                                    | Business Mode      | 0                            |
| 12          |                                    | Business Mode      | 0                            |
| 13          |                                    | Business Mode      | 0                            |
| 14          |                                    | Business Mode      | 0                            |
| 15          |                                    | Business Mode      | 0                            |
| 16          |                                    | Business Mode      | 0                            |
| 17          |                                    | Business Mode      | 0                            |

### 13.1 - ACD DSS Lamp Table

Wizards / Advanced Items / ACD / ACD DSS Lamp Table (PRG 30-05)

When the enhanced DSS console is in use, the lamp flashing sequence can be change for each different status on the DSS console. For example you may wish to have the display on constantly when and agent is logged out, you may wish to have the Key flashing and when an agent is logged in have the key off. Configure the ACD patterns as required.

|                                 |  |
|---------------------------------|--|
| Busy Extension                  | Pattern 0 (Continuously off)                         |
| Do Not Disturb Extension        | Pattern 3 (125ms on, 125ms off)                      |
| ACD Agent Busy                  | Pattern 7 (Continuously on)                          |
| Out of Schedule (ACD DSS)       | Pattern 4 (125ms on, 125ms off, 125ms on, 625ms off) |
| ACD Agent Logout (ACD DSS)      | Pattern 2 (250ms on, 250ms off)                      |
| ACD Agent Login (ACD DSS)       | Pattern 5 (875ms on, 125ms on)                       |
| ACD Agent Emergency (ACD DSS)   | Pattern 6 (625ms on, 125ms off, 125ms on, 125ms off) |
| Hotel Status Code 1 (Hotel DSS) | Pattern 7 (Continuously on)                          |
| Hotel Status Code 2 (Hotel DSS) | Pattern 1 (500ms on, 500ms off)                      |
| Hotel Status Code 3 (Hotel DSS) | Pattern 2 (250ms on, 250ms off)                      |
| Hotel Status Code 4 (Hotel DSS) | Pattern 3 (125ms on, 125ms off)                      |
| Hotel Status Code 5 (Hotel DSS) | Pattern 5 (875ms on, 125ms on)                       |
| Hotel Status Code 6 (Hotel DSS) | Pattern 3 (125ms on, 125ms off)                      |

## **14 – Revision History**

| <b>Version</b> | <b>Date</b>                      | <b>Author</b>    | <b>Description</b>  |
|----------------|----------------------------------|------------------|---|
| <b>1.0</b>     | <b>1<sup>st</sup> March 2018</b> | <b>R Horsley</b> | <b>Initial Release on SL2100 R1.5</b>                     |
| <b>1.1</b>     | <b>30 April 2018</b>             | <b>R Horsley</b> | <b>Remove Single Digit Breakout and reference to ACI.</b> |
|                |                                  |                  |   |