Electra Elite® ACD Plus Agent User Card

Logging Out of Elite ACD Plus

Press **LOUT** soft key

Statistics Mode

To enter Statistics mode
Press the **STATS** soft key

Statistics mode will automatically exit after 5 seconds
To exit sooner press the **EXIT** key on the telephone

The system will display the queue statistics for 5 seconds for each ACD group you are currently logged in to. Information displayed includes, ACD Queue Name (6 characters), number of agents logged in, number of calls in queue (on hold) and length of time that the longest caller has spent in queue.

Wrap Mode

To enter Wrap mode
Press the **WRAP** soft key

To exit Wrap mode
Press the **WRAP-OFF** soft key

Break Mode

To enter Break mode
Press the **BREAK** soft key

To exit Break mode
Press the **BREAK-OFF** soft key

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The Electra Elite ACD Plus uses the following soft keys:

Soft Key	Function
CLEAR	Clears any digits that are entered.
OK	Used to signify that dialed information is complete and sends information.
YES	Answer yes to a question
NO	Answer no to a question
LOUT	Log Out of ACD
BREAK	The telephone will not receive any ACD calls while in break mode. Non-ACD calls are not effected.
BREAK-OFF	Ends the break mode and resumes normal ACD operation.
WRAP	The telephone will not receive any ACD while in wrap-up mode. Non-ACD calls are not effected.
WRAP-OFF	Ends the wrap-up mode and resumes normal ACD operation.
STATS	Displays Queue statistics

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Logging In as an ACD Agent

Lift Handset

Dial ACD Port Pilot Number

Dial your ID code (1–4 digits)

Press OK soft key

Or

Press CLEAR soft key if an entry error occurred and you wish to re-enter your ID Code

Or

Press EXIT button to exit the ACD Log-On mode and return to standard Electra Elite operation

Dial your Password (1–8 digits)

Press OK soft key

Or

Press CLEAR soft key if an entry error occurred and you wish to re-enter your password

Or

Press EXIT button to exit the ACD Log-On mode and return to standard Electra Elite operation

If your ID has supervisor's rights the LCD will ask LOG ON AS AGENT? —
Press **YES** soft key. To log on as a Supervisor, Press **NO** soft key and refer to the
Elite ACD Plus Supervisor User Guide.

If you are assigned to only one ACD group the Log-In procedure is complete.
If you are assigned to multiple groups follow the steps below:

Dial the group number(s) that you want to log in to
Press OK soft key

Or

Press CLEAR soft key if an entry error occurred and you wish to re-enter the group number(s)

Or

Press EXIT button to exit the ACD Log-On mode and return to standard Electra Elite operation