

**ElectraElite<sup>®</sup>** *ACD Plus*  
*Supervisor User Card*

# Electra Elite® ACD Plus Supervisor User Guide

The Electra Elite ACD Plus uses the following soft keys:

| <b>Soft Key</b> | <b>Function</b>  | <b>Soft Key</b> | <b>Function</b>                                |
|-----------------|--|-----------------|--|
| CLEAR           | Clears any digits that are entered.  | ACCEPT          | Overwrite message with newly recorded message. |
| OK              | Used to signify that dialed information is complete and sends information. | REDO            | Returns to previous recording menu.            |
| YES             | Answer yes to a question.  | ACD             | Access ACD Messages.                           |
| NO              | Answer no to a question.   | QUE1            | Queue 1  |
| LOUT            | Log Out of ACD.  | QUE2            | Queue 2  |
| MSG             | Access Message Recording Mode.   | QUE3            | Queue 3  |
| AA              | Access Auto Attendant Messages.  | QUE4            | Queue 4  |
| AA MSG          | Access Automated Attendant Greeting Message.                               | NUMBERS         | Access Numbers Message.                        |
| AA ERROR        | Access Automated Attendant Invalid Selection Message.                      | GREET           | ACD Greeting.                                  |
| PLAY            | Listen to Message.   | HOLD            | Access Hold Message.                           |
| RECORD          | Record Message.  | NIGHT           | Access Night Message.                          |
| STOP            | End Recording.   | MORE            | View more message options.                     |
|                 |  | ERROR           | Access Error Message.                          |
|                 |  | Q STATUS        | Access Queue Status Message.                   |
|                 |  | REFRESH         | Access Refresh Message.                        |

The EXIT key is located near the bottom left of the LCD area.

## Logging In as an ACD Supervisor

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 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

Press NO soft key when asked LOG-ON AS AGENT?

## Recording Messages

There are eight different Elite ACD Plus Messages that may be recorded.

| <b>ACD Message Name</b>             | <b>Description</b>  | <b>Default Message</b>  |
|-------------------------------------|---|---|
| <i>Greeting Message</i>             | The ACD Greeting Message greets callers only if there are no agents available to take a call.   | "Thank you for calling, all agents are busy. Please hold."    |
| <i>Hold Message</i>                 | The Hold Message plays between the ACD Greeting Message and ACD Refresher Message 1 (also between ACD Refresher Message 1 and Refresher Message 2). You can enable or disable the ACD On-Hold message. The default is disabled.   | There is no default message.                                  |
| <i>Night Message</i>                | The Night Message plays when Elite ACD Plus is placed in Night Mode.  | "We are closed. Please call back during business hours."      |
| <i>Auto Attendant Error Message</i> | The Error Message informs callers if they have made an invalid selection.   | "You have made an invalid selection. Please try again."       |
| <i>ACD Refresher Message 1</i>      | The Refresher Message 1 greets callers who have remained on hold (in queue) for a defined period. You will define the amount of time between queue messages. This message may be enabled or disabled. The default is enabled. This message is automatically enabled if ACD Refresher Message 2 is enabled. If ACD Refresher Message 2 is enabled, ACD Message 1 will alternate at a user-defined interval with ACD Refresher Message 2 for as long as the caller is in queue. | "Please continue to hold. An agent will be with you shortly." |
| <i>Refresher Message 2</i>          | The Refresher Message 2 greets callers who have remained on hold (in queue) for a defined period. You will define the amount of time between the first refresher message and the second message. You can enable or disable the message. The default is enabled. If Refresher Message 2 is enabled, the message will alternate at a user-defined interval with Refresher Message 1 for as long as the caller is in queue.  | "Please continue to hold. Your call is important to us."      |



|                                     |   |  |
|-------------------------------------|---|--|
| <i>Queue Status Header Message</i>  | The Queue Status Header Message will greet callers at the end of the following messages: Greeting Message, Refresher Message 1 and Refresher Message 2. You will not be required to record the number (x). The number (x) is a factory-recorded message and must handle numbers from 1 to 16. Elite ACD plus will update the queue status information to represent the actual status of the queue. You can enable or disable the Queue Status Header Message. The default is enabled. | “You are caller number x,” where x (spoken by the Elite ACD Plus) represents the caller’s order in their specific queue group. |
| <i>Queue Status Trailer Message</i> | The Queue Status Trailer Message will play after the Queue Status Header Message. You can enable or disable the Queue Status Trailer Message. The default is enabled.   | “In queue.”  |

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### **Recording Automated Attendant Messages**

Press MSG soft key  
 Press AA soft key to record an Automated Attendant message  
 Select the message you wish to record by pressing the AA MSG soft key or AA ERROR soft key  
 Press RECORD soft key and begin speaking to record the message  
 Press STOP soft key when you have completed the recording  
 Press PLAY soft key to listen to your new recording  
 Press ACCEPT soft key to overwrite existing message with newly recorded message  
 Or  
 Press REDO soft key to re-record the message  
 Press EXIT button to return to the recording menu  
 Or  
 Press EXIT button twice to return to the main menu

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### **Recording an ACD Message**

Press MSG soft key  
 Press ACD soft key to record an ACD message  
 Select the queue that you want to record the ACD message for  
 Select the type of message you want to record by pressing the corresponding soft key

#### **Soft key Meaning**

GREET ACD Greeting  
 HOLD Hold Message  
 NIGHT Night Message  
 MORE View more message options  
 ERROR Error Message  
 Q STATUS Queue Status Message  
 REFRESH Refresh Message

Press RECORD soft key and begin speaking to record the message  
 Press STOP soft key when you have completed the recording  
 Press PLAY soft key to listen to your new recording  
 Press ACCEPT soft key to overwrite existing message with newly recorded message  
 Or  
 Press REDO soft key to re-record the message  
 Press EXIT button to return to the recording menu  
 Or  
 Press EXIT button twice to return to the main menu

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### **Recording Numbers**

Press MSG soft key  
 Press NUMBERS soft key to record numbers  
 Press RECORD soft key and say the number that appears in the LCD of the telephone  
 Press STOP soft key when you have completed the recording  
 Press PLAY soft key to listen to your new recording  
 Press ACCEPT soft key to overwrite existing message with newly recorded message  
 Or  
 Press REDO soft key to re-record the message  
 Press EXIT button to return to the recording menu  
 Or  
 Press EXIT button twice to return to the main menu

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### **Day/Night Mode**

To enable/disable Day/Night mode setting  
 Press the NIGHT soft key  
 Press the soft key of the queue you want to set Day/Night Mode  
 If the queue is currently in Day Mode you will be asked, “NITE FOR QUE 1”  
 Press YES soft key to set night mode or NO soft key to remain in day mode  
 Or  
 If the queue is currently in Night Mode you will be asked, “DAY FOR QUE 1”  
 Press YES soft key to set day mode or NO soft key to remain in night mode

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### **Logging Out of Elite ACD Plus**

Press LOUT soft key