



Integrated ACD refers to a phone system call center product that provides call center features such as queuing and reporting on the volume of calls. As an agent of the call center, it is important to understand how to utilize the call center agent product. This guide is a quick reference to the call center features available to you, however full guides are available by visiting linesystems.com or asking your system administrator.

Please keep in mind that certain features may or may not be available to you depending on the request during the initial implementation of the system. Again, please see your system administrator with questions.

Access the User CommPortal

1. Point any browser to <https://mypbx.linesystems.com/commportal/>
2. Enter your credentials:
Number: your phone's direct dial phone number
Password: your current voicemail password.

Line Systems Personal CommPortal

Please log in below.

Number:

Password:

Remember me on this computer.

Login

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

Launch the Agent Dashboard

The *Agent Dashboard* allows you to view queues for which you are a member of, log in and out of your queues, and manage your current agent state within the call center.

To launch the *Agent Dashboard* from the portal:

1. Click on the **Groups** tab at the top of the User CommPortal screen.
2. Click on the **Agent Dashboard** button. The Agent Dashboard will launch in a separate screen.

Agent Status

Logged in as: Aastra 6867i 2nd Fl Lab

Current state: Available

No Incoming Calls

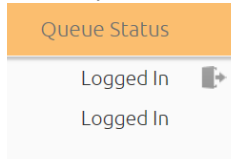
My Queues


	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
ACD 1	0:00	0	1	Logged Out
ACD 2	0:00	0	3	Logged In

Logging In/Out of Queue(s)

First, it is important to log into the queue(s) you should be taking calls from. Being logged into the queue may be done from the Dashboard.

- When you're logged in, calls to the queue can ring to your phone.
- When you're logged out, you will not receive queue calls. Your phone is still available to receive direct calls to your extension or direct dial phone number.

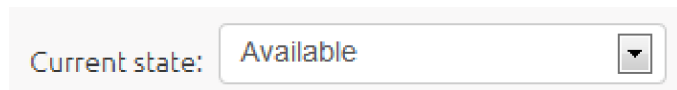


The gray icon  and Logged In/Out notation will appear alongside a Queue if you are allowed to log in or out of this queue yourself. If the queue does not have this gray icon, you cannot log in or out of that queue. To log in or out, simply click on this icon to log in or out of that particular queue.

Managing Agent State

The Current State signals to the queue whether or an agent is available for call center calls, so it is important to select the correct status if your availability to take or not to calls changes.

If the queue is configured for Agent States, you will see the selected *Current State* at the top right of the screen as shown to the right. Simply click on the drop down to view and choose from all available statuses. Below are the default statuses, however your supervisor may add more.



Available

This state indicates that you are currently available to handle calls from your queues.

Unavailable

Select an unavailable status if you need to stop receiving calls for a period of time (for example lunch break).

Wrap Up

This status may engage automatically when you end a call to give you some time before getting another call through the queue. When you have finished your wrap up work, be sure to change your 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's view 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 working properly (for example, unplugged). Contact your system administrator or Telesystem to assist if this is the case.

DND

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

In a Call

This status will automatically engage while you are on any type of call.