iACD Agent

Integrated Automatic Call Distribution

USER MANUAL

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WHAT IS AN iACD CALL CENTER AGENT?

An Integrated (iACD) Call Center Agent is a member of one or more Multi Line Hunt Groups (MLHG). A MLHG controls how the calls arrive at your Call Center and whether they are distributed to the iACD Agents or held in a Queue until an Agent becomes available.

ACCESS THE AGENT DASHBOARD

To access your iACD Queues, you will log into CommPortal. Enter the following in your web browser to bring you to the login screen: https://bucommportal.northland.net/.

CommPortal Web

Please log in below.

| Number: | 3156242238 |
| Password: | •••••••• |

Reset Password

☐ Remember me on this computer.

Login

Enter your 10-digit telephone number and the password provided to you from your System Administrator. You will be able to change the password later.

This will bring you to the **HOME** tab of your CommPortal.

Home   Messages and Calls   Contacts   Start ▾   Stacey Maier ▾

Phone Status

📞 Available for Calls ▾

Apply   Cancel

Incoming calls will: Ring your phones together ▾

A Account Phone
        +

If there is no answer
  ○ Forward to Stacey Mobile after 24 seconds
  ● Send to voicemail after 24 seconds

If your phone is busy
  ○ Forward to (315) 624 2062
  ● Send to voicemail

Advanced Settings

📝 Forward Selected

🚫 Reject Selected
Callers from the rejection list will be rejected without going to voicemail

🔔 Distinctive Ringtone
Callers from the distinctive ringing list will ring with a different ringtone

📝 Forward if Unavailable

📝 Anonymous Callers

Your Services

Groups (4)   Call Settings   Message Settings   Notifications ✓   Reminders   Agent Dashboard

In the **Your Services** section of CommPortal, select **Agent Dashboard**.

AGENT DASHBOARD VIEW

The Agent Dashboard Page displays the Queues that you are a member of and whether you are currently logged in.

The header shows you that you are viewing your Agent Dashboard and the Agent State (in this case Do Not Disturb). See page 3 for more on Agent States.

The large gray area gives you information about incoming calls. In this case, the Agent is unavailable to receive calls.

The last section gives statistics about the Queues you are a member of and whether you are logged in or out.

Below is an explanation of the columns:
+ Name of the Queues you are an Agent in.
+ If calls are waiting, the average time the longest waiting call has been in Queue.
+ How many callers are waiting in each Queue.
+ How many Agents are logged in to each Queue.
+ Whether you are logged in or out of each Queue. In this case, the Agent is logged in to two Queues and Logged out of one.

LOG IN + OUT

From the Agent Dashboard

To log in to a Queue, click

To log out of Queue, click

From Desk Phone or Accession App

To log in: Dial *44
To log out: Dial *44

If you are a member of multiple MLHG's, you must include the last 4 digits of the Pilot Number. ie: *442205.

IMPORTANT: It is important to log out of a Queue or use an Agent State when you are not available to take calls. There are statistical reports that a Supervisor views that are affected if you do not do this.

You can also choose to go on Do Not Disturb, but this will stop all calls to your phone including extension and direct dial calls from outside.

INCOMING CALL VIEW

When a call is presented to one of your Queues, your Agent Dashboard will display the call information.

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status	
Incoming Call from: 3156242205 via Stacey HG Pilot					
Stacey Test	1:30	1	1	Logged In	
My Queues					
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status	
Stacey Test	1:30	1	1	Logged In	
Training Dept Help Desk	0:00	0	2	Logged In	
COVID19 Accession Training	0:00	0	4	Logged In	

The top of the call area will display the Pilot number that the call is being presented to and directly below that, the information regarding the current state of the Queue is displayed.

AGENT STATES

An Agent State is a "reason code" representing the reason that you are unavailable to take a call. Agent States are found in the header of the Agent Dashboard. Your Supervisor has the ability to edit or add reason codes. When you have finished a call and need to be temporarily unavailable for another call, you should choose a reason code. This will make you unavailable until you return to the current state dropdown and choose **4e**   .

Logged in as: Stacey Maier
Current state: Available ▼
Available
paperwork
lunch
meeting
Bathroom
food

CALL WRAP UP

Your Supervisor has the ability to preprogram a "wrap-up" time. This is a number of seconds after each phone call when you will automatically be placed in an unavailable state to complete any call related follow-up, such as paperwork.

Agent Status	Send Feedback	Logged in as: Stacey Maier
Time remaining in wrap-up: 0:05	**Current state:**	Wrap-up (Stacey Test) ▼

When Wrap-Up time is enabled, your current state will show "in Wrap-up" for which Queue on the right and on the left in red, you will see how long is left in wrap-up. You can place yourself back in an available state, or choose another Agent State to make yourself unavailable for a longer period of time.

If calls are waiting in Queue, as soon as the Wrap-up timer is done, you will receive a call unless you choose another Agent State.

DISPOSITION CODES

Your supervisor may also assign Disposition Codes to your Queue. A disposition code is an indication of how a call was resolved or used to track a type of call. Disposition Codes are used in conjunction with the Wrap-up time.

If you cancel the wrap-up time, you will receive a screen pop asking you to enter a disposition code.
When Disposition codes are required, you cannot return to an available state until you select a code and click **OK**.
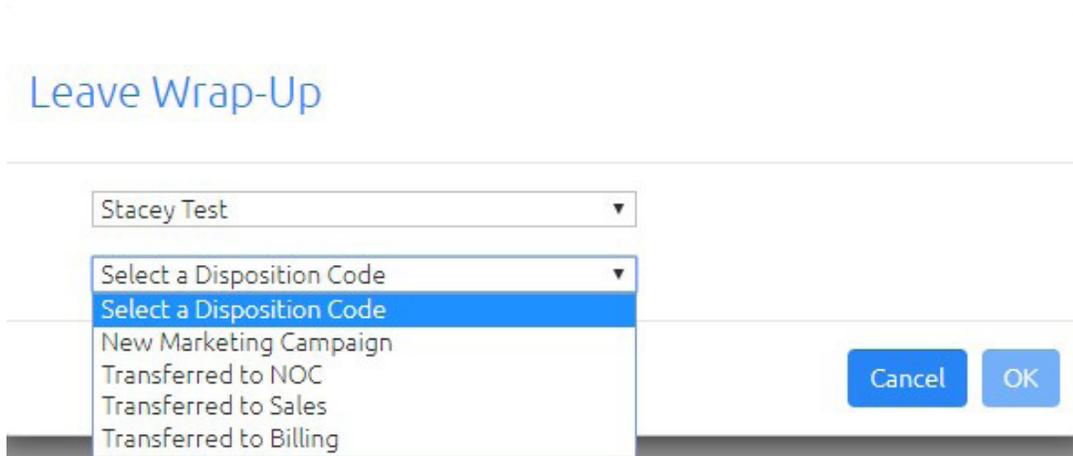
Leave Wrap-Up

Stacey Test

Select a Disposition Code
Select a Disposition Code
New Marketing Campaign
Transferred to NOC
Transferred to Sales
Transferred to Billing

Cancel   OK