

Symposium Call Center Features

AGENT LOGIN

Note: Your Login ID will be provided to you by your supervisor.

Lift handset

Press **Green Display Key**

Enter **Agent ID**, followed by the '#' sign

You may hang up your handset

AGENT LOGOUT

Press **MakeSetBusy** key twice, display will confirm "logged out"

*Note: If you press **MakeSetBusy** once, it will place your phone in a Do Not Disturb State*

Note: You know you are logged in if your display does not read "logged out"

ANSWER CALL CENTER CALLS

Note: Call Center calls will arrive on the Green Display Key and the LCD phone icon will flash

To answer call over headset

Press the green **Headset** key

To end call, press **Goodbye**

*To toggle between handset and headset, press the **headset** key*

To answer call with handset

Lift **handset**

To end call, replace handset in cradle

ACTIVITY CODES (future use)

Press the **Activity** key

Dial the **Activity Code**

Press the **Activity** key again

Note: You can enter more than one activity code, repeat steps per code

NOT READY

To take yourself temporarily out of queue

Press the **NotReady** key, indicator will light

Enter **Activity Code** for Not Ready state

When you are ready to take ACD calls again

Press the **NotReady** key, indicator will go

Off

ACD Terms

- **Green Display Key** is where your Call Center Calls come into, you use this key to Log In to the ACD Queue
- **MAKE SET BUSY** key is used for logging yourself out of the ACD queue. If you press this key once, your phone will be placed into a "make set busy" mode, which is like a Do Not Disturb mode. You are considered logged out of the Queue, but your phone will not ring for calls coming in on your personal line. These calls will still be answered by your voicemail - but your phone will **not** ring. Pressing Make Set Busy twice will log you out of the queue and you can receive incoming calls on your personal line.
- **Not Ready** key will temporarily take you out of the queue without logging you out. Use this key when you step away from you phone briefly or other *Not Ready* purposes. This key is a toggle between Not Ready and Ready, when the indicator is lit next to the key, this means you are in the Not Ready state.
- **Activity Codes** key is used to enter what type of calls you are taking and reasons for going into Not Ready mode.
- **Your personal extension** is where your personal calls come into and where you make outgoing calls. If you do not answer or if you are on your line calls will go to voicemail.