



iACD Agent

Integrated Automatic Call Distribution

USER MANUAL



JANUARY 2023

TABLE OF CONTENTS

CLICK ON ANY PAGE NUMBER TO RETURN TO THE TABLE OF CONTENTS

WHAT IS INTEGRATED ACD (iACD) CALL CENTER AGENT	1
GET STARTED + LOG IN	
ACCESS THE AGENT DASHBOARD	1
AGENT DASHBOARD VIEW	2
WHAT YOU SEE	
LOG IN/LOG OUT	2
LOG IN OR OUT FROM AGENT DASHBOARD OR PHONE	
INCOMING CALL VIEW	3
WHAT YOU SEE ON YOUR DASHBOARD WHEN A CALL RINGS IN	
AGENT STATES	3
REASON CODES WHEN AN AGENT IS UNAVAILABLE	
CALL WRAP UP	3
PREPROGRAMMED TIME TO FINISH CALL WORK	
DISPOSITION CODES	4
TRACKING INFORMATION	

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:

Password:

[Reset Password](#)

Remember me on this computer.

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.

The screenshot shows the CommPortal Agent Dashboard. At the top is a blue navigation bar with 'Home', 'Messages and Calls', and 'Contacts' tabs. On the right of the bar are 'Start' and 'Stacey Maier' dropdown menus. Below the navigation bar is the 'Phone Status' section, which includes a status dropdown set to 'Available for Calls', an 'Incoming calls will:' dropdown set to 'Ring your phones together', and several radio button options for handling calls when there is no answer or the phone is busy. To the right of these settings is an 'Advanced Settings' panel with options like 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. At the bottom of the dashboard is a 'Your Services' section with six icons: Groups (with a '4' notification badge), Call Settings, Message Settings, Notifications (with a checkmark), Reminders, and Agent Dashboard (with a checkmark).

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.

My Queues	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Stacey Test	0:18	1	1	Logged In
Training Dept Help Desk	0:00	0	1	Logged Out
COVID19 Accession Training	0:00	0	4	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.

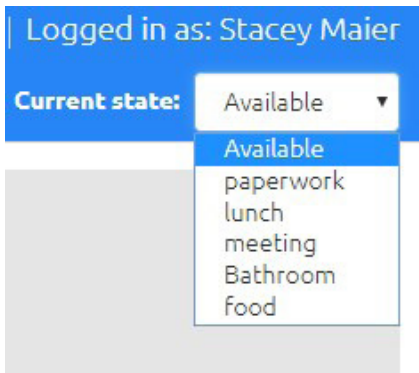
Incoming Call from: 3156242205 via Stacey HG Pilot				
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Stacey Test	1:30	1	1	Logged In

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**.



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.



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