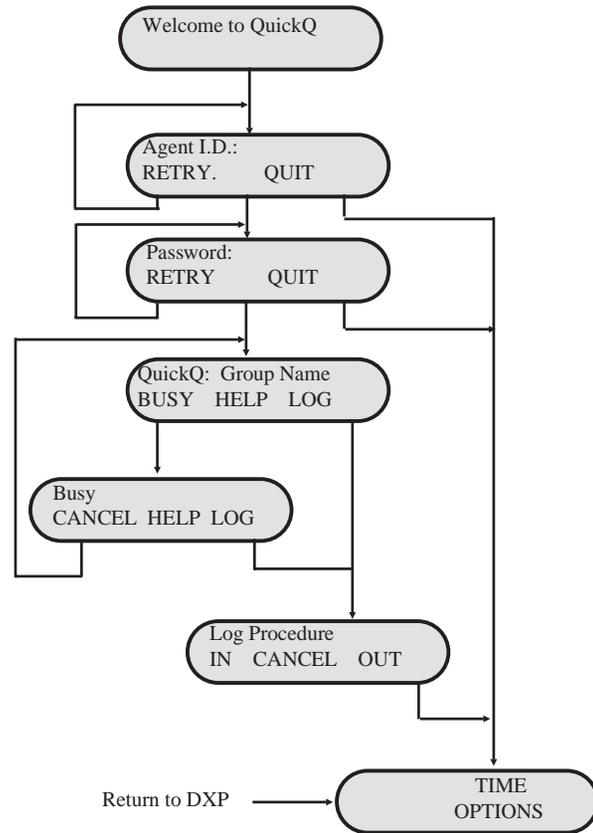


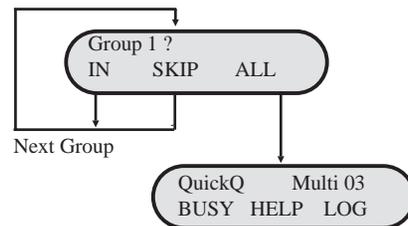




## Log-in Procedure



## Log-in For Multiple Groups



**NOTE:** Each group that you belong to is displayed in the order of your priority in each one. For example, if you belong to three groups (1, 2, and 3) and your priority is highest in group 3, *Group 3* is displayed first.

## Signing-In To QuickQ

- Press the QuickQ button



After 2 seconds



- Use the keypad to enter your I.D. number. Should you enter an incorrect digit, press the RETRY interactive button.

Valid agent I.D.



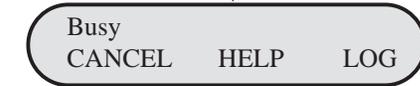
- Enter your password digits.

Valid Password



- The above display indicates that you are now signed-in as an ACD agent, ready to accept incoming calls. If it is necessary for you to leave your desk, press the BUSY interactive button. This will prevent the ACD from sending calls to you when you are unable to answer.

Pressing Busy

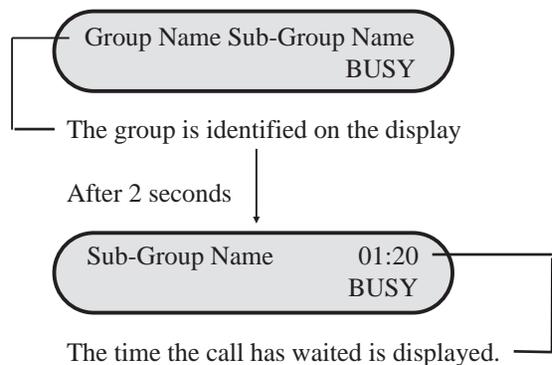


- The system will automatically set your telephone to Busy under the following conditions:

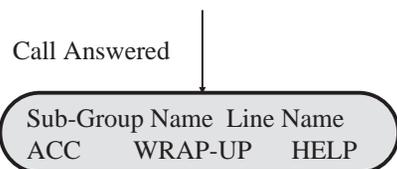
1. If you do not answer an ACD call sent to you.
2. If you place or answer an internal non-ACD call.

## Receiving An ACD Call

- When an ACD call is directed to you, your telephone will ring and the display will indicate the following:



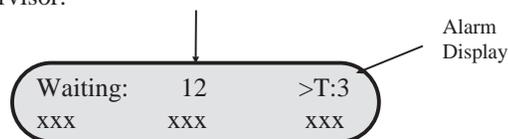
- The group is identified on the display.
- After 2 seconds
- The time the call has waited is displayed.
- If you do not answer this call within the programmed redirect threshold time, the call will automatically go to another agent. When the call is redirected, the ACD will automatically make your telephone busy.
- If you are unable to take this call, press the BUSY interactive button, the system will redirect the call to another idle agent. If there are no available agents, your display will indicate "All Agents Busy."
- To answer the call lift the Handset; or if using a headset, press the SPEAKER button.



- During your conversation, the above display remains on your telephone.

## Alarm Condition

- An alarm tone sounds on your telephone when waiting calls have exceeded the time on hold set by your supervisor.



- This alarm will sound regardless of your activity (idle, busy, or on a call).

## Things To Remember

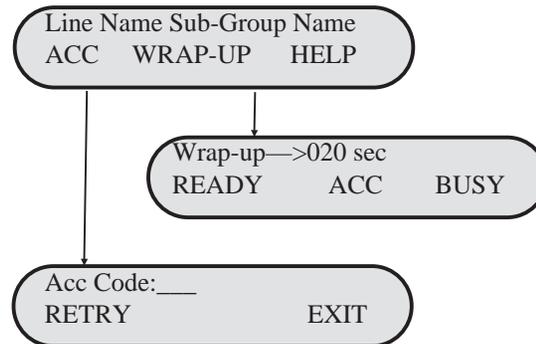
- If your display is showing the time and date, your telephone is either not logged-in or QuickQ is suspended. Press the QuickQ button to resume.
- QuickQ will automatically make your telephone Busy if you miss an ACD call.
- QuickQ will temporarily make your telephone Busy if you:
  - Answer a transferred call.
  - Retrieve a parked call.
  - Answer or place an intercom call.
  - Answer or place a non-ACD call.

When you complete either of the above actions, the system will automatically return you to your previous state.

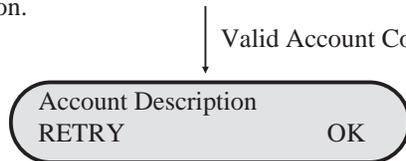
- Log out if you are leaving for the day.
- You cannot log out if you are the last agent in the group. At the preset closing time, the system will automatically log you out.
- Remember to make your telephone Busy if you are leaving your desk or unable to answer ACD calls.

## Assigning an Account Code

- To assign an account code to a call, press the ACC Interactive button during or after the call. Account codes must be preset by the supervisor. Account codes can be used on both incoming and outgoing calls.



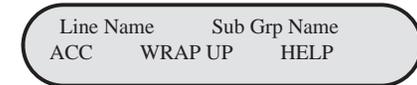
- Enter through the key pad the Account Code; should you enter an incorrect digit, press the RETRY interactive button.



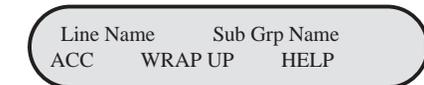
- If correct press the OK interactive button to return to the previous state.
- Calls can have more than one account code. To enter additional codes, repeat above exercise for each.

## Transferring A Call

- When transferring a call, be aware that you are responsible for the transferred call until the intended party answers the call.



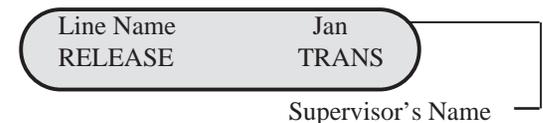
- To transfer a call, press either the PARK button or the TRANSFER button.
- Announce the call to the intended party (paging may be helpful for this).



- Press the WRAP-UP interactive button to disconnect from that call. Your display will enter the WRAP-UP mode (refer to page 9).
- If the transferred call is not answered, the call will automatically recall to your telephone (regardless of your activity).

## Conferencing During Help (see next section)

- After requesting HELP, press the CONF interactive button to conference the supervisor, the caller and yourself.



- The top line of the display identifies the line and supervisor, indicating a conference. Press the RELEASE interactive button to drop the supervisor from the call. Press the TRANS interactive button to send this call to the supervisor.

## Requesting Help

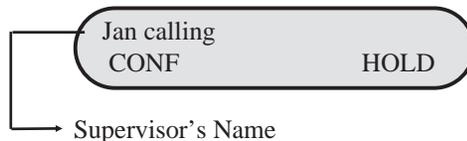
- The Help function calls the supervisor without interrupting your present conversation.
- During your conversation, press the HELP interactive button.



When the supervisor responds to your request:



After 2 seconds



- You now have the option to add the supervisor to your conversation (CONFerence) or to place the caller on HOLD while you discuss the situation with your supervisor.

## Selecting Hold During Help

- Press the HOLD Interactive button.



- This action places the caller on hold and connects you directly with your supervisor.

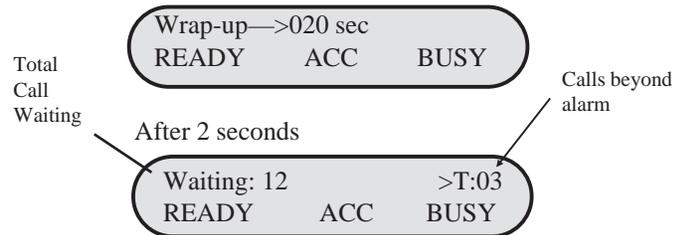
CONF: Connects the supervisor, caller and yourself.

RETURN: Return to the caller and release the supervisor.

TRANS: Transfer the caller to the supervisor and disconnect yourself.

## Wrap-Up: Disconnecting From a Call

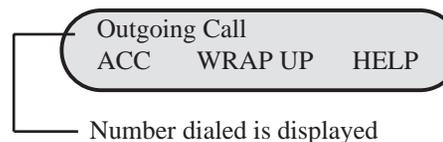
- To complete a call, hang up the receiver. The system provides a preprogrammed wrap-up time to allow you to complete any after call work. During the wrap-up time, no calls will be directed to you.



- The display indicates the number of calls holding and the number of calls waiting longer than the programmed acceptable time (alarm threshold).
- After the wrap-up time has expired, your telephone will return to the IDLE display.
- You can bypass the wrap-up time by pressing the READY interactive button, or you can select the BUSY interactive button during the wrap-up time, should you require more time or need to leave your desk.

## Placing Outgoing Calls

Select any outgoing line.



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