COMDIAL®

Interchange Call Center
Agent Guide

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Agent Guide

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Comdial Corporation
106 Cattlemen Road, Sarasota, FL 34243
(941)554-5000 or (800) 266-3425

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REVISION HISTORY

Version	Changes	Date
01	Initial version	05-15-2004

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Introduction

This manual describes how to use the Interchange Call Center (ICC) system from an agent's perspective.

This manual is intended to provide:

- basic knowledge of the functions and features of the ICC user interface.
- step-by-step procedures for loggin in, taking calls, and logging out.

Audience Description

This manual is intended for persons who:

- work as an ICC agent on a day-to-day basis.

This manual assumes:

- familiarity with performing as an agent in a call center environment,
- familiarity with using an Internet browser page.

You should:

- read this manual in normal reading sequence before first using the ICC Agent Interface.
- refer to this manual as necessary while using the system.

Related Publications

This manual refers you to related publications, when appropriate, for additional information.

- *Interchange Call Center Supervisor's Guide*, part number GCA70-405
- *Interchange Call Center Installation Manual*, part number IMI66-154

Conventions Used in this Manual

Many of the procedures require you to enter settings or to choose from a list of variables. To signify when you are to act upon an item, parameter, button, etc. we italicize the name of the item being acted upon. For example, the following sentences instruct you to press a specific key on your keyboard.

- Press *Enter*.
- Press *Esc*.
- Press *Page Up* or *Page Down*.
- Press and hold the *Shift* and *Ctrl* keys simultaneously.

In contrast, the following sentence instructs you to type in a required response; notice the word "Enter" when used in this way is not italicized because you are not pushing a specific key name.

- Enter the value you want to use for this feature.

Similarly, when you select a menu option, we italicize the name of the menu item because you are required to take the action of choosing it, even though the item may not appear in italics on the system menu or display.

- Use the arrow keys to highlight *Programming* and press *Enter*.

At other times in the manual, we discuss prompts that the system displays to you. In these cases, we enclose the exact wording of the prompt in quotation marks to signify that the system is, in essence, speaking to you.

- The system prompts, "Enter your password now."

If the system is actually playing a recording aloud, we enclose the exact wording of the prompt in quotation marks and italics to signify that the system is in actually speaking to you.

- The system says, "*You have no more new messages*."

Italics and quotes are also of course used in their normal contexts, that is, for emphasis and to identify what words are spoken.

- This is called a *hot transfer*, that is, the system transfers the call without ringing the extension.

There are times when this manual will instruct you to enter a number from within a range of numbers. In this instance, we use the "~ " character to indicate the range. For example, *05-01-1~3-001~100* tells you to enter:

- 05
- 01
- a 1, 2, or 3,
- a three-digit number that falls in the 001 to 100 range.

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1. OVERVIEW

Comdial's Interchange Call Center is a versatile tool that helps you answer calls more effectively and efficiently to improve overall customer satisfaction. The system does this by ensuring that callers receive the fastest connection to the right person for their needs. And when there are more calls than people can answer, Interchange automatically queues the incoming calls.

When a caller calls into the system, the system routes calls to agents on the system. Agents answer these calls and provide the callers with the services they require. When all agents are busy, the system places new callers into a queue where the callers can wait for the next available agent to take their call. As each agent ends a call, the system automatically routes calls from the queue to the free agent's extension. This ensures that the calls are routed most effectively to the appropriate agents.
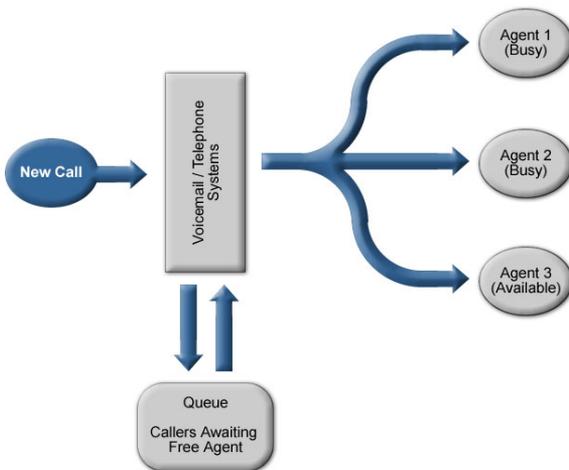
Depending on how the system is set up, calls can be routed to the first agent in a group of agents, the next available agent in a group of agents, or the agent that has spent the longest amount of time without a call. These methods ensure that calls are distributed in the most appropriate way for a group of agents. Contact your system administrator for information on how your system is set up to handle calls

Typically, when an agent logs into the system, they answer calls for a single customer service group. However, the system lets you log in and answer calls for multiple groups at the same time. For example, if they answer both customer service and sales calls for your company, they could log into both the Customer Service group and the Sales group and answer calls for both groups. As calls come into the system for either group, the calls are routed to their phone when they are not busy with another call.

There are two basic ways you can use the system. You can use the telephone LCD features to log in and answer calls, or you can use the browser-based Client application in addition to your telephone to log into the system. Depending on how your system is set up, you may use either method or even both methods. Contact your system administrator for information on the preferred method.

Telephone LCD

LCD Softkey Buttons
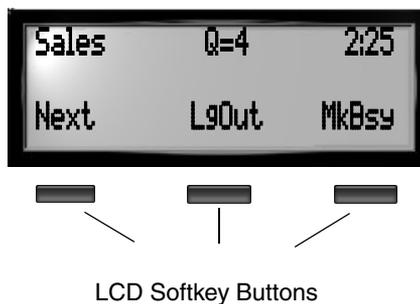
Regardless of whether you use the telephone LCD or the browser-based Client application, you follow the same basic steps to use it.

1. Log into the system to notify it that you are ready to answer calls.
2. Answer calls that are automatically routed to your phone, and provide the callers with the services they require.
3. Log out of the system when you finish answering calls.

Another key feature is the ability to track information about each call that comes into the system. The system provides this information in a collection of reports that the system administrator and supervisors can use to track information about how calls are handled, such as how long calls waited in the queue and how many calls the system receives. This information can help improve how calls are handled so that callers' needs are met most efficiently and effectively.

CAUTION

To track calls correctly, it is critical that you follow the instructions provided by your system administrator and supervisors when logging in and out of the system and making yourself available to answer calls.

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2. USING THE TELEPHONE LCD

The LCD screen on your telephone is the easiest way to use the system. When you use the LCD screen, you press the softkey buttons under the screen to log into and out of the system. Once you are logged in, calls are automatically routed to your phone so you can receive calls.

```
Sales        Q=4        2:25

Next        LgOut      MkBsy
```

LCD Softkey Buttons
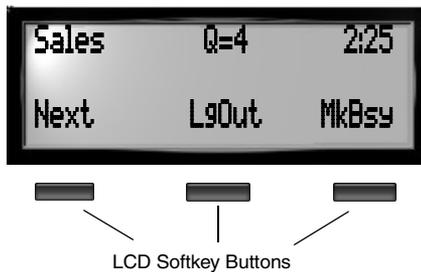
Note: *If your phone does not have an LCD screen, you can use the browser-based Desktop Agent to display the call status. Contact your system administrator if you have a question about using your phone with Interchange Call Center.*

There are three basic steps you follow when you use the telephone LCD features for Interchange Call Center. First you log into the system so you can begin receiving calls. Next, you answer calls that are automatically routed to your phone, and finally, when you finish answering calls, you log out.

CAUTION

Before using the system, you should check with your supervisor or system administrator for specific instructions on how to process calls for your company.

2.1 Logging In Using the Telephone

The first step in using the system is to log in to notify it that you are available to start answering calls. When you log in, the system dedicates your telephone LCD display to call center functions. Because of this, certain information that is normally displayed on your telephone LCD is absent, such as:

- Time and date no longer displays.
- Digits you dial do not display when you place a call.

To log as an agent, perform the following steps.

1. Call into your Voice Mailbox**.** You call into the system the same way you would normally call in to check voice mailbox messages.

> **Note:** You do not need to be at your normal telephone extension to log into Interchange Call Center. You can use any phone on the system with an appropriate LCD display.

2. Enter your voice mailbox Password.

3. Follow the voice prompts to start Customer Service**,** or select the *CServ* softkey button located under the LCD display of the phone.

```
          Options
 MBox      CServ      Exit
```

4. Verify that the name of the customer service group you want to log into appears in the upper-left part of the LCD screen. Your system is capable of allowing you to login to multiple groups by physically logging into only one group. Check with your system administrator to determine if this option is included in your system setup.

```
 Admin      Q=4       2:25
 Next      Login     Clear
```

5. If you need to manually log into a different customer service group, select the *Next* button until the correct group name appears.

```
 Sales      Q=4       2:25
 Next      Login     Clear
```

6. Select the *Login* button to log into the selected customer ser-
    vice group. You are now logged into the system and the Login
    button changes to LgOut.

```
┌──────────────────────────────┐
│ Sales      Q=4        2:25   │
│ Next       Login      Clear  │
└──────────────────────────────┘
    ▭          ▭          ▭
```

7. Select the *MkAvl* button to inform the system that you are
    ready to start taking calls. You will not start receiving calls
    until you select the MkAvl button. Depending on how your
    system is programmed, you may be automatically available
    when you log into the system.

```
┌──────────────────────────────┐
│ Sales      Q=4        2:25   │
│ Next       LgOut      MkAvl  │
└──────────────────────────────┘
    ▭          ▭          ▭
```

8. If your system is not configured for multiple group login,
    repeat steps 5-7 to login to additional groups.

2.2 Answering Calls

Once you log into the system and make yourself available to receive
calls, calls will be automatically routed to your phone. You answer
these calls the same way you answer any normal calls.

Note that your system may be set up so that calls are immediately
answered as soon as they are routed to your phone. When this feature
is enabled, the system plays a beep, and then your phone immediately
answers the call, usually through a head set. This feature is com-
monly used by busy groups so that you can save time by not having to
press any buttons to answer the next call when you finish another call.

2.3 LCD Display Layout

The following example describes the status information that might display on a typical LCD screen.

- **TechServ**—Displays the name of the group for which you are currently viewing information.
- **Q=3**—Displays the number of calls currently waiting to be answered in the group queue.
- **2:28**— Displays the length of time in minutes and seconds that the oldest call in the queue has been waiting.
- **Next** button—Changes groups so your can log into another group or simply view information on other groups of which you are a member.
- **Login/LgOut** button—Logs you in and out of the system.
- **MkAvl/MkBsy** button—Makes your extension available to receive calls from the system or makes your extension busy for a period of time so you can take a break or leave your phone for a moment.

2.4 Answering a Call

When your phone rings, answer it the same way you answer a normal call remembering to include any appropriate greetings or questions to the caller. Contact your supervisor or system administrator for more information on the appropriate way to answer calls for the group.

When you finish the call, simply hang up the phone. This informs the system that you are now available to answer the next call in the queue.

Note that if you are logged into multiple groups, you may receive calls from any of the groups you are logged into regardless of the group name that appears on the phone LCD screen.

2.5 Receiving Other Calls

If someone calls your phone outside of the system, such as another employee calling your extension, the system treats it as any other phone call; if you are not on the phone with a call, the system rings your phone and you can answer the call. If you are on the phone with another call, the system processes whatever "upon busy" call for-warding or voice mailbox settings are in place for your extension, for example, to prompt the caller to leave a message in your voice mailbox.

When you are logged into the system and your phone rings, you cannot tell whether the call is from the queue, or from a call outside of the queue. Because of this, you should always answer the phone using the appropriate greeting for the group you are logged into.

2.6 Transferring Calls

If you need to transfer a call you received through the queue to another extension, transfer the call the same way you transfer normal calls from your phone, then hang up the phone. Once you transfer a call and hang up, the system is automatically notified that you are available to answer the next call in the queue.

2.7 Placing a Call on Hold

If you need to place a call on hold for a moment, use the same procedure you use to place any call on hold, then return to the call when you are ready. Once you finish the call and hang up, the system is automatically notified that you are available to answer the next call in the queue.

2.8 Viewing the Call Status for a Group

If you want to track the status of calls in a group or simply want to work as a backup agent in the system, you can complete steps 1-5 in Section 2.1, Logging In Using the Telephone. This shows you the call activity of the group without receiving any queued calls.

If there is an excess of calls waiting in the queue or a call has waited an extended amount of time for an agent, you can complete steps 6-8 to log into the queue and make yourself available to answer calls. When call volume decreases, you can log out of the group and still remain connected to the system.

2.9 Wrapping Up a Call

Your system may be set up to give you time after each call to complete administrative tasks, such as entering customer information in a database, before routing the next call to you.

If your system is set up to use this feature, when you hang up at the end of a call, the *MkBsy* softkey button changes to the *Wrap* button; the system does not route any new calls to your phone for a period of time. This gives you a chance to complete any additional work for the previous call before answering the next call in the queue.

```
Sales      Q=4      2:25
Next      LgOut    Wrap
```

When this wrap time expires, the system automatically makes you available again to answer calls. If you finish this work and are ready to resume answering calls before the wrap time expires, select the *Wrap* button. The system changes the Wrap button back to MkBsy.

2.10 Taking a Break

If you need to take a break from answering calls or leave your desk for a moment, you can use the Make Busy (MkBsy) feature to make your extension busy so that no new calls are routed to your phone. This feature allows you leave your desk briefly without missing a call.

Note: *If you are leaving for lunch or for an extended period of time, you should log out of the system instead of using the MkBsy feature.*

To make your phone busy, perform the following steps.

  1. If you are currently on a call, finish the call and hang up.

2. Press the *MkBsy* button. The system makes your phone busy and changes the MkBsy button to MkAvl.

```
┌─────────────────────────────┐
│ Sales      Q=4        2:25  │
│ Next      LgOut      MkBsy  │
└─────────────────────────────┘
    ▭▭        ▭▭        ▭▭
```

3. If you are logged into multiple groups, you must make your phone busy for each group. To do this, select the *Next* button and repeat the previous step for each group into which you are currently active.

4. To make yourself available to answer calls again, select the *MkAvl* button. The system changes the MkAvl button to MkBsy.

```
┌─────────────────────────────┐
│ Sales      Q=4        2:25  │
│ Next      LgOut      MkAvl  │
└─────────────────────────────┘
    ▭▭        ▭▭        ▭▭
```

5. If you made your phone busy for multiple groups, you must make your phone available again for each group. Select the *Next* button and repeat the previous step for each group you are logged into.

2.11 Checking Voicemail

When you are logged into the queue, you are able to access your voice mailbox *via the telephone* without having to log out of Interchange Call Center first. Softkey access to voice mail is not available while you are logged in. However, your telephone may be configured with a voice mail button for accessing voicemail.

While you are in your mailbox, your telephone is temporarily placed in an *Un-Available* state, thus preventing incoming queued calls from ringing your phone.

To access your voice mail while logged in, perform the following steps.

1. Go off-hook and dial the voice mail extension number, or

2. Press the Voice Mail login button on your telephone.

When you have completed the voice mail transactions, hang up the phone. Your agent status returns to *Available*.

2.12 Using Call Park

Interchange Call Center calls are handled on an exclusive one-to-one basis. Once you accept a call, you are exclusively engaged with that transaction and cannot accept additional calls until that call has been resolved. Resolution occurs when the ownership of the call has been successfully answered by another station.

If you choose, you may park a call into a park orbit while logged in. However, until the call is retrieved from the park orbit, you are still considered to be the owner, and will not be presented with a new call.

To park a call while logged into a queue, perform the following steps.

1. While on the call, press *INTERCOM*.

2. Dial * + code for park orbit (default 910 to 999 for orbit 10-99).

3. Remember the code for later user, or make it known to those who need to know it in order to retrieve the call.

To park a call using a programmed PARK button, while on the call, press the programmed *PARK* button. The system places the call in a pre-selected park orbit and illuminates the *PARK* lamp.

To retrieve a call that was placed on hold in the system (parked)**,** perform the following steps.

1. Press *INTERCOM*

2. Dial #
3. Dial the code for the park orbit (910-999 for orbit 10-99), or press the programmed *PARK* button.

2.12.1 HANDLING PARK RECALLS

When a parked call times out of the system, it returns to your telephone in the form of a park recall (the system plays four short tone bursts at 12-second intervals).

To answer a park recall, select ANS. The system then connects the call to your extension.

2.13 Logging Out

Once you have finished answering calls using the system, you need to log out to ensure that calls are no longer routed to your phone.

To log out, perform the following steps.

1. If you are currently on a call, finish the call and hang up.
2. Select the *LgOut* button. You are logged out

```
Sales      Q=4      2:25
Next      LgOut     MkBsy
```

3. If your system is configured for automatic login to multiple groups, logging out of the master group will also log you out of the other groups. If the multi-group login is not active, you must log out of each group separately to prevent calls from being routed to your phone. Select the *Next* button and repeat the previous step for each group you are currently logged into.

4. Select the *Clear* button to return the LCD screen on the phone back to its original settings.

3. USING THE AGENT APPLET

An applet is a program designed to run from within a web browser, such as Microsoft's Internet Explorer. The Agent applet is designed to run on your network, and combines the features of the telephone and your computer to help you answer calls. Because you use the Agent applet to log into and out of the system, you can use a telephone that does not have an LCD screen to answer calls.

Before you can use the applet, it must be installed on the network, or the networked PC you want to use when answering calls. Contact your system administrator for information on installing and setting up the Agent applet. You must also have a telephone that is connected to the telephone system nearby so you can answer calls.

Because the applet is linked to your telephone set display, when you use it to log in, answer calls, or log out, your telephone set display will change to reflect what you are doing in the queue.

There are four basic steps you complete to use the applet.   First you start your web browser (Internet Explorer 6.0) application and enter the device name or IP address in the address bar. Then you log into the system and select the group(s) for which you answer calls. Next, you answer the calls that come into the system. Finally, when you have finished answering calls, you log out of the system.

<table>
<tr><td>⚠️</td><td>CAUTION
Before using the system, you should check with your supervisor or system administrator for specific instructions on how to process calls for your company.</td><td>⚠️</td></tr>
</table>

3.1 Starting the Agent Applet

The first step in using the agent applet is to start your web browser program and connect it to the phone you want to use to answer calls.

To start the applet, perform the following steps.

1. Turn the computer on and start Windows, if it is not already started.

2. Double-click the Microsoft Internet Explorer icon and launch the application. In the *Address* bar of your browser window, enter the IP address or URL of the web server where the application resides. Check with your System Administrator if you do not know this address.

Enter ICC URL here
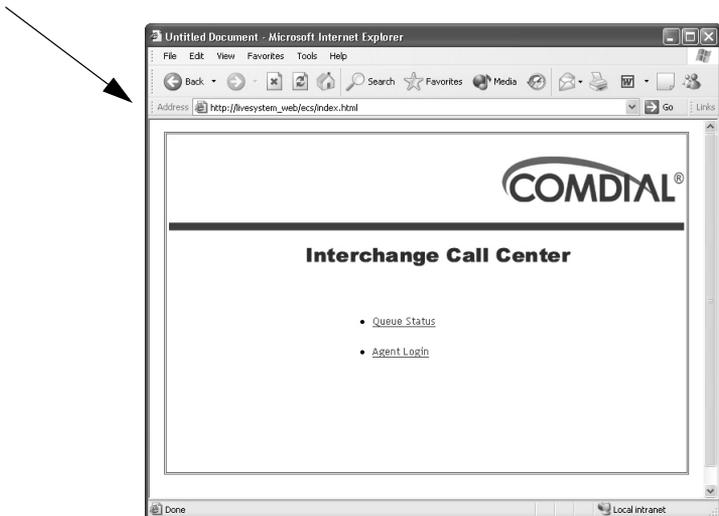
3. The application launches from within the browser and the Interchange Call Center main menu appears.

    To log in, select *Agent Login*.

3.2 The Agent Screen

The Agent screen displays the following information.

- **Caller ID** of incoming call

- **Time on Call**: The elapsed time in minutes and seconds for the current call.

- Your current **Status** for each group to which you are a member. Possible statuses include: **Non-CS Mode**-indicates that you are not in the customer service mode; **Log Out** - indicates that you are in the customer service mode, but not logged into a queue group; **Log In** - indicates that your are in the customer service mode, and logged into the group queue for which this status applies; **On Call** - indicates that you are currently on a customer service call; **Other CS Call** - indicates that you are on a customer service call for a group other than the one that this status applies; **Non-CS Call** - indicates that you are on a call that is not part of the customer service group activity; **In Wrap Mode** - indicates that you have completed a call and your station is in the wrap-up mode. This mode provides you time to complete any

administrative duties associated with the previous call.

The amount of time allocated to the wrap mode is controlled by your system programming. If you complete your work before the timer expires, you can right click on the group name and select *Mk Avail* to make your station available for new calls.

- **Callers**: The number of calls not answered.
- **Max Wait**: The amount of time that the oldest call for this group has waited for an agent.

3.3 Preparing to Take Calls

To sign into the system and start taking calls, perform the following steps.

1. Log in to the ICC and select *Agent Login*. The Agent Login menu appears.
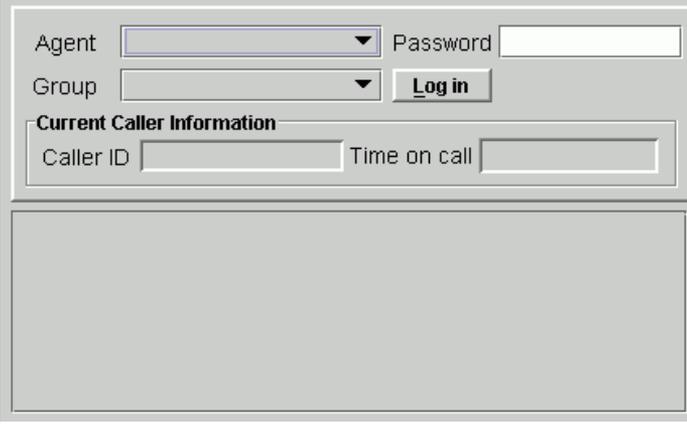
2. Click on the down arrow in the *Agent* dropdown box to select your agent number. Then click on the *Group* dropdown box to select the group to which you want to log in.

3. In the *Password* field, enter your password and click on the *Log in* button. If multi-group login is enabled, the system automatically logs you into all groups of which you are a member, otherwise, you are logged into the individual group(s) that you selected.

4. If your name is not the selected name in the Agent drop-down list, or you receive an error after clicking OK, select your name from the list of agents, then when prompted, enter you password again and select the OK button. You are now entered correctly in the system. If your name does not appear in the agent list, contact your system administrator.

5. You may log into more than one group, or your system may be programmed to automatically log you into multiple groups when you log into one group.

Group	Status	Callers	Max Wait	
ECS3:4003	Non CS Mode	0	0	▲
:4006	Non CS Mode	0	0	
ECS1:4001	Non CS Mode	0	0	
:4004	Non CS Mode	0	0	
:4005	Non CS Mode	0	0	
ECS2:4002	Non CS Mode	0	0	
:4007	Non CS Mode	0	0	▼

6. Position your cursor on a group name and press your right mouse button. From the presented options, select Station ACD Mode-On.

7. Once you complete the preceding step, the system calls your station and announces "*This extension will be set to Customer Service mode, Please enter your password*".

8. Enter your password from the telephone dial pad. The system responds with "*This extension is now set in Customer Service mode*". The status column now reflects that your station is now in Customer Service mode, but not yet logged into a queue.

Group	Status	Callers	Max Wait
ECS3:4003	Logout	0	0
:4006	Logout	0	0
ECS1:4001	Logout	0	0
:4004	Logout	0	0
:4005	Logout	0	0
ECS2:4002	Logout	0	0
:4007	Logout	0	0

9. To log into a queue so you can begin taking calls, position your cursor on a group and press the right mouse button. Then select *Log In* from the available options.
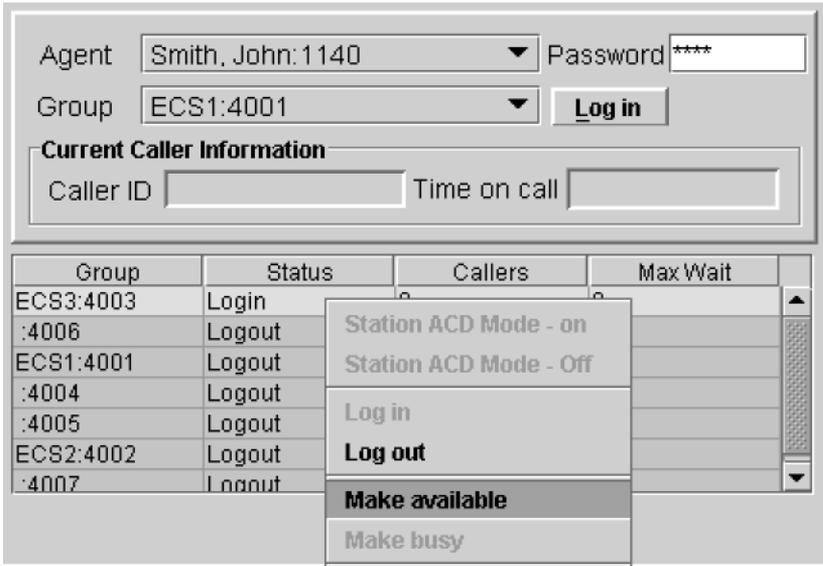
10. Your system may be programmed to automatically make you available for calls when you log into a group. If not, right click on the group name and select *Make Available* from the presented options.

3.4 Answering a Call

When your phone rings, answer it the same way you answer a normal call remembering to include any appropriate greetings or questions to the caller. When you answer a call, the calling number ID is displayed if it is included with your telephone company service.

| Agent | Smith, John:1140 | ▼ Password **** |
| Group | ECS1:4001 | ▼ Log in |

Current Caller Information

| Caller ID | 9781129 | Time on call | < than 1 minute |

Group	Status	Callers	Max Wait
ECS3:4003	On call	0	0
:4006	Logout	0	0
ECS1:4001	Logout	0	0
:4004	Logout	0	0
:4005	Logout	0	0
ECS2:4002	Logout	0	0
:4007	Logout	0	0

Note that you do not use the features of the Agent applet to answer calls. The Agent screen simply helps you log into and out of the system, and provides you with information about the calls you answer and the calls that are currently waiting in the queue

When you finish a call, simply hang up the phone. This informs the system that you are now available to answer the next call in the queue.

Note that if you are logged into multiple groups, you may receive calls from any of the groups you are logged into regardless of the group name that appears on the Agent screen.

3.5 Receiving Other Calls

If someone calls your phone outside of the queue, such as another employee calling your extension, it is treated as any other phone call. If you are not on the phone with a call, your phone will ring and you can answer the call. If you are on the phone with another call, the system treats the call like any other call you receive when you are on the phone with another call, which may be to prompt the caller to leave a message in your voice mailbox.

When you are logged into the queue and your phone rings, you cannot tell whether the call is from the queue or from a call outside of the system. Because of this, you should always answer the phone using the appropriate greeting for the group you are logged into.

3.6 Transferring Calls

If you need to transfer a call you received through the queue group to another extension, transfer the call the same way you transfer normal calls from your phone, then hang up the phone. Once you transfer a call and hang up, the system is automatically notified that you are available to answer the next call in the queue.

3.7 Placing a Call on Hold

If you need to place a call on hold for a moment, use the same pro-cedure you use to place any call on hold, then return to the call when you are ready. Once you finish the call and hang up, the system is automatically notified that you are available to answer the next call in the queue.

3.8 Wrapping Up a Call

Some systems may be set up to give you time after each call to complete administrative tasks, such as entering customer information in a database, before routing the next call to you.

If your system is set up to use this feature, when you hang up at the end of a call, the *End wrap-up* button becomes an active button and no new calls will be routed to your phone for a period of time. This gives you a chance to complete any additional work for the call before answering the next call in the queue.

When this wrap time is up, you are automatically made available again to answer calls. If you finish this work and want to resume answering calls before the wrap time is up, click the *End wrap-up* button. The End Wrap-up button is grayed out, and you are made available to answer calls again.

3.9 Taking a Break

If you need to take a break from answering calls or leave your desk for a moment, you can use the Make Busy (MkBusy) feature to make your extension busy so that no new calls are routed to your phone. This feature allows you leave your desk briefly without missing a call.

Note: If you are leaving for lunch or for an extended period of time, you should log out of the group instead of using the MkBusy feature.

To make your phone busy, perform the following steps.

1. If you are currently on a call, finish the call and hang up.
2. Right click on the group name and select **MkBusy** from the available options.
3. If you are logged into multiple groups, you must make your phone busy for each group. Right-click on each successive group and select **MkBusy** from the available options.

4. To make yourself available to answer calls again, right click the group name(s) and select **MkAvail** from the available options.

5. If you made your phone busy for multiple groups, you must make your phone available again for each group.

3.10 Checking Voicemail

When you are logged into the queue, you are able to access your voice mailbox *via the telephone* without having to log out of ECS first. Softkey access to voice mail is not available while you are logged in. However, your telephone may be configured with a voice mail button for accessing voicemail.

While you are in your mailbox, your telephone is temporarily placed in an *Un-Available* state, thus preventing incoming queued calls from ringing your phone.

To access your voice mail while logged into a group, perform the following steps.

1. Go off-hook and dial the voice mail extension number, or

2. Press the Voice Mail login button on your telephone.

3. When you have completed the voice mail transactions, hang up the phone. Your agent status returns to *Available*.

3.11 Using Call Park

Queued calls are handled on an exclusive one to one basis. Once you accept a call, you are exclusively engaged with that transaction and cannot accept additional calls until that call has been resolved. Resolution occurs when the ownership of the call has been successfully answered by another station.

If you choose, you may park a call into a park orbit while logged into a group. However, until the call is retrieved from the park orbit, you are still considered to be the owner, and will not be presented with a new call.

To park a call while logged into a queue, perform the following steps.

1. While on the call, press *INTERCOM.*
2. Dial * + code for park orbit (default 910 to 999 for orbit 10-99).
3. Remember the code for later user, or make it known to those who need to know it in order to retrieve the call.

To park a call using a programmed PARK button, while on the call, press the programmed *PARK* button. The system places the call in a pre-selected park orbit and illuminates the *PARK* lamp.

To retrieve a call that was placed on hold in the system (parked), perform the following steps.

1. Press *INTERCOM*
2. Dial #
3. Dial the code for the park orbit (910-999 for orbit 10-99), or press the programmed *PARK* button.

3.11.1 HANDLING PARK RECALLS

When a parked call times out of the system, it returns to your telephone in the form of a park recall (you hear four short tone bursts at 12-second intervals).

To answer a park recall, select *ANS*. The system then connects the call to your station.

3.12 Logging Out

Once you have finished answering calls, you need to log out to ensure that calls are no longer routed to your phone.

To log out, perform the following steps.

1. If you are currently on a call, finish the call and hang up.
2. Right click on the group name and select *Logout* from the available options. The system logs you out.
3. If you are logged into more than one group, you must log out of each group separately to prevent calls from being routed to your phone.
4. Right click the group name and select *Station ACD Mode-Off* to disconnect the phone from the system.
5. Click the 'X' (close) box in the upper-right corner of the screen to close the Agent window.

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