



Integrated ACD refers to a phone system call center product that provides call center features such as queuing and reporting on the volume of calls. As an agent of the call center, it is important to understand how to utilize the call center agent product via the portal. This guide is for quick reference only. For a full explanation of these features and much more, please refer to the complete Integrated ACD Agent Guide found in the Green Platform section at <https://www.telesystem.us/hosted-voip-green>.

Access

Point any browser to <https://pbx.telesystem.us/commportal/>

Number: enter the user's direct dial phone with no dashes or spaces

Password: enter user CommPortal PIN

If you do not know your CommPortal password, please contact your system administrator or Telesystem to assist.

Launch the Agent Dashboard

The *Agent Dashboard* allows you to view queues for which you are a member of, log in and out of your queues, and manage your current agent state within the call center.

To launch the *Agent Dashboard* from the portal:



1. Click on the Agent Dashboard icon
2. The Agent Dashboard will launch in a separate screen.

My Queues	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
IT Group	0:00	0	3	Logged In
Service	0:00	0	2	Logged In
Billing	0:00	0	1	Logged Out

Logging In/Out of Queue(s)

It is important to log into the queue(s) you should be taking calls from. Being logged into the queue may be done from the Dashboard.

- When you're logged in, calls to the queue can ring to your phone.

- When you're logged out, you will not receive queue calls. Your phone may still be available to receive direct calls to your extension or direct dial phone number.

Queue Status



The gray icon  will appear alongside a Queue if you are permitted to log in or out of this queue yourself. If the queue does not have this gray icon, you cannot log in or out of that queue. To log in or out, simply click on this icon.

Managing Agent State

The *Current State* signals to the queue whether or not a logged in agent is available for call center calls. It is important to select the correct status so that you are receiving calls properly.

If the queue is configured for Agent States, you will see the selected *Current State* drop down box at the top right of the dashboard. Click on it to view and choose from all available statuses. Below are the default statuses, however your supervisor may add others.



Available

This state indicates that you are currently available to handle calls from your queues.

Unavailable

Select an unavailable status if you need to stop receiving calls for a period of time (for example lunch break).

Wrap Up

This status may engage automatically when you end a call. This gives you some time before getting another call through the queue. It may be configured to automatically change to an *available* state after a period of time or you can manually change your state using the drop down.

Logged Out:

You will see this State if you log out of all your queues. As soon as you log back in to a queue, your agent state will automatically change to Available or what had previously been selected prior to logging out. **IMPORTANT: If are in an unavailable status then log out, your status will *not* update properly to your Supervisor's view to reflect that you are logged out. Always place yourself to an available state *then* log out.**

Line Not Ready

You will see this Agent State if your telephone line is not working properly (for example, unplugged). Contact your system administrator or Telesystem to assist if this is the case.

DND

You will see this Agent State if you turn on Do Not Disturb via your phone set or portal. This is an unavailable status, so you will not receive any calls when it is enabled.

In a Call

This status will automatically engage while you are on a phone call.