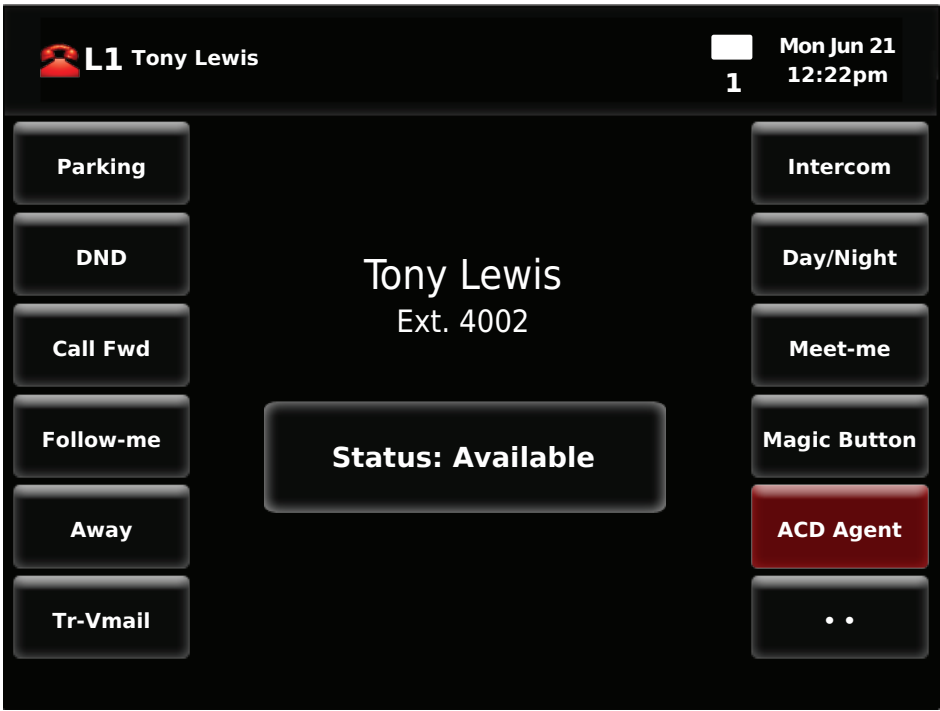# ACD Agents Guide

Aastra 6739i

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The ACD Agents button allows your call center users to view all queues and see how many callers are waiting in each queue. They can also log in and out of queues or pause and unpause themselves.
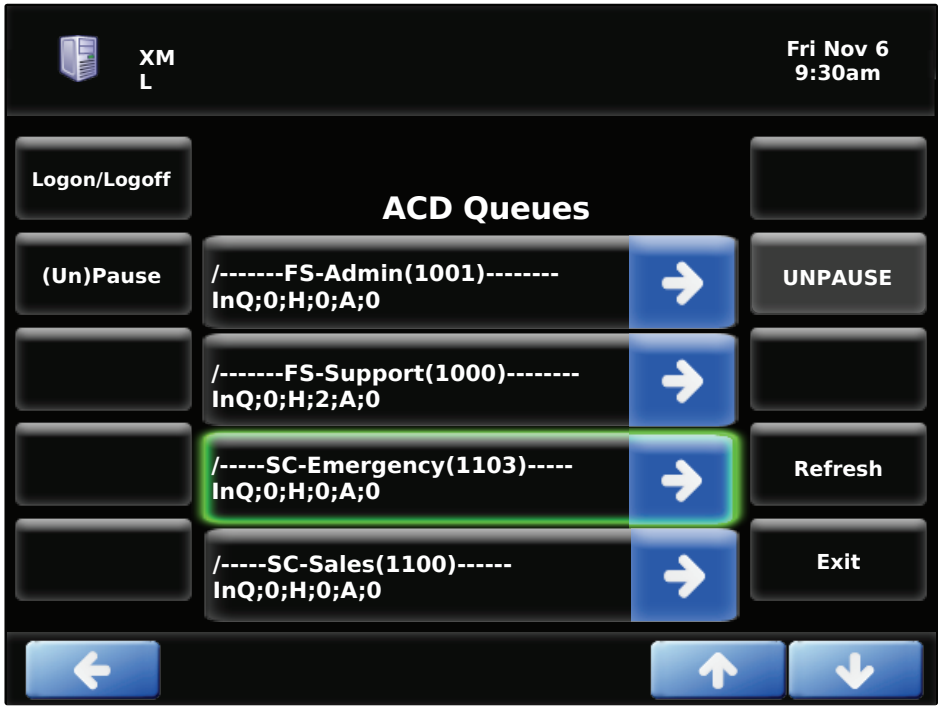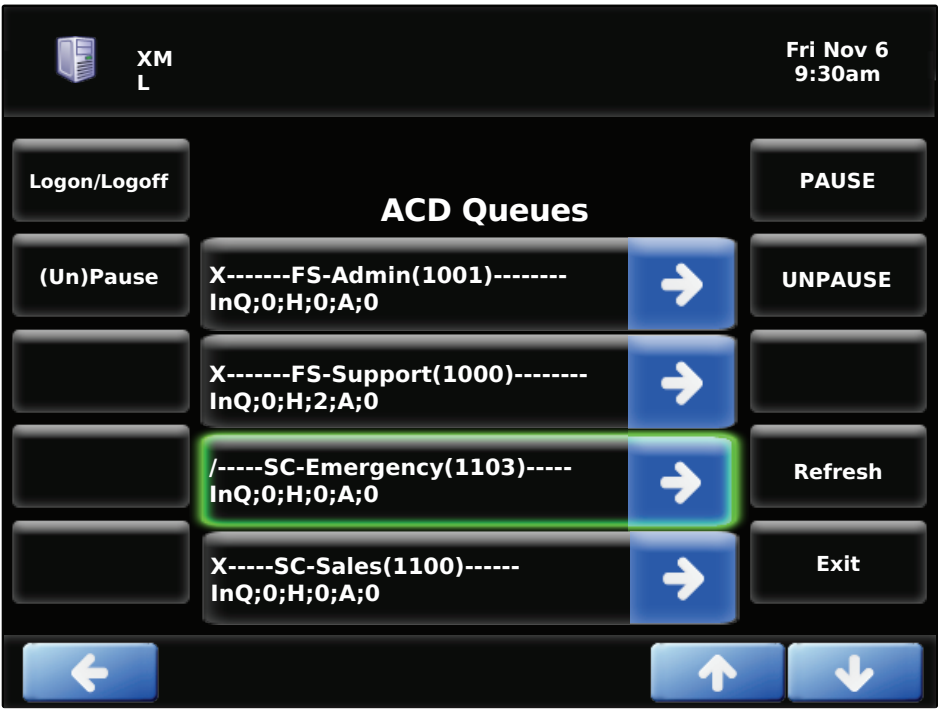

On the first screen we can see each of our queues and how many callers are waiting in each of them. We can see which queues we are logged into based on the "X" next to each queue. Any queues that you are logged into, but paused, will have a "/" next to them.
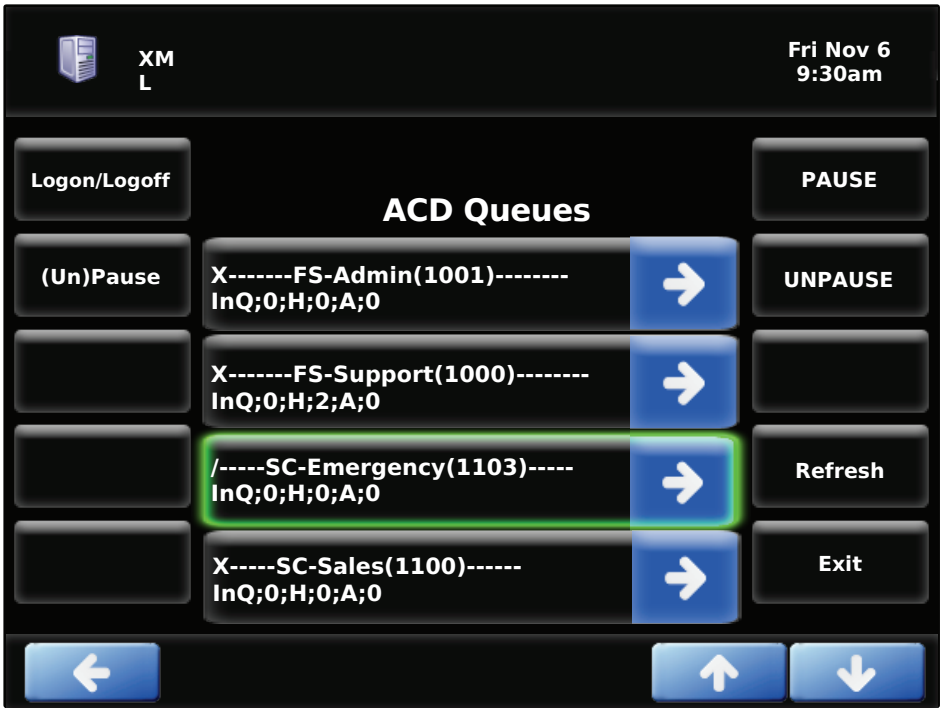
There are logon/logoff and pause/unpause buttons on the left side of the screen. When using these buttons, they will only pertain to the queue that we have highlighted in green on our screen. You can click on any queue using the up/down arrow keys or touching the screen next to the queue to move the green outline to that queue.
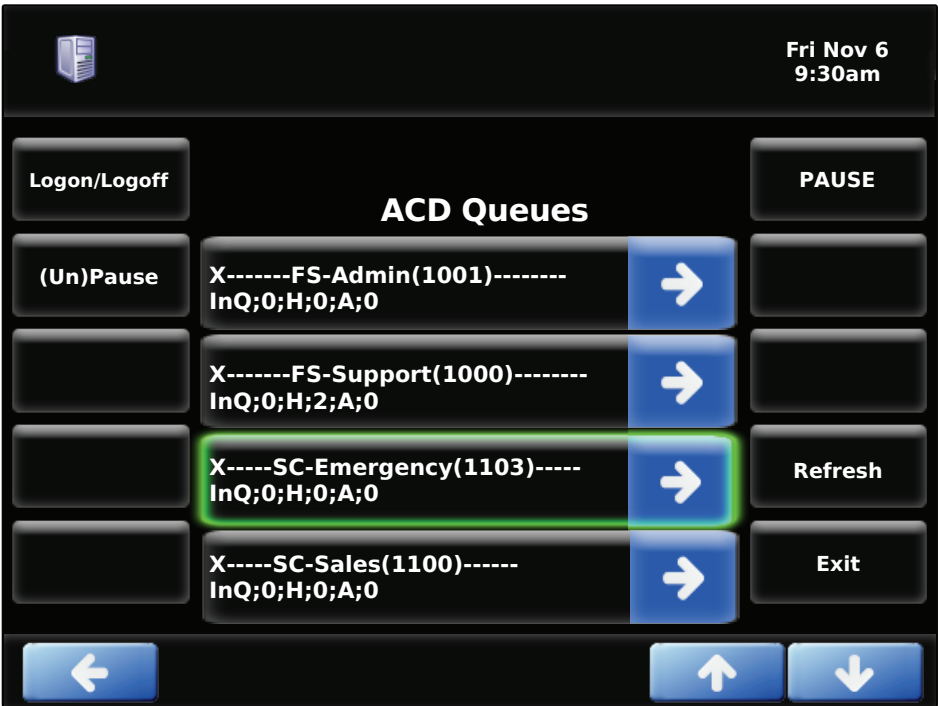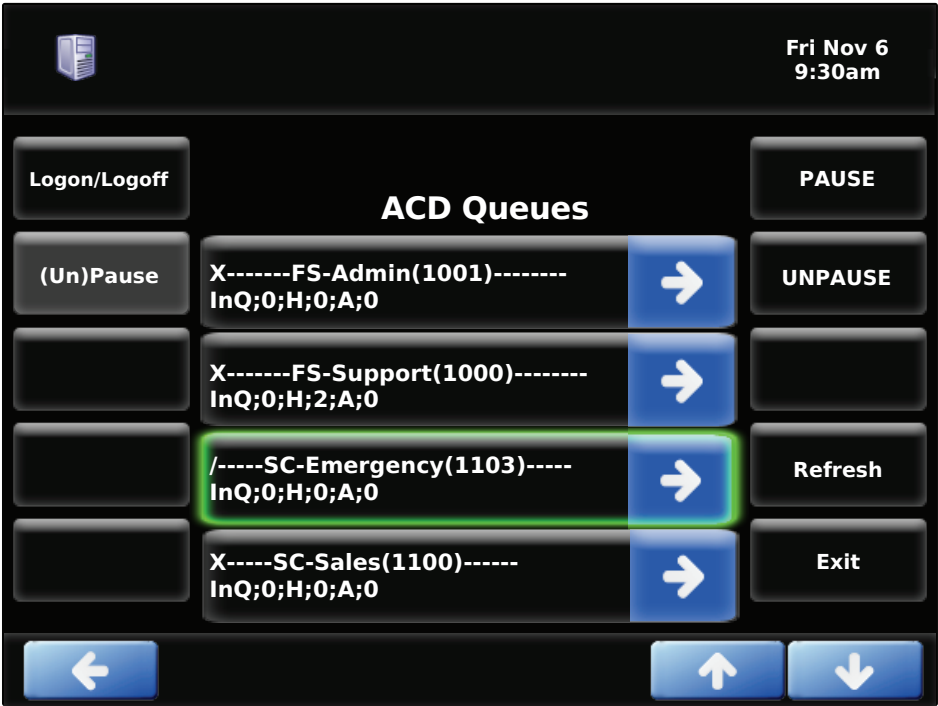
On the right side of the screen we have a PAUSE button. If we press the PAUSE button, this will pause us for all queues we are currently logged in. If you ever see a LOGOFF button, this will log the user out of all queues they are currently logged in.

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