**Agent Login**

**With Agent ID:**

- Lift handset OR if using headset,
- Press the ACD *Line* key
- Dial the assigned Agent Number (the Agent Numbers is the last 4 digits of your extension)
- Press #
- Press the ACD *Line* key again

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**To Answer ACD Calls**

- Press ACD *Line* key

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**To Terminate an ACD Call**

- Press the *Goodbye* key.
- OR press the ACD *Line* key
- OR press designated line key (private)
- OR press the *Not Ready* key
- OR wait for the caller to hang up

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**Not Ready**

Used for post-call or pre-call work

**To Activate**

- Press the *Not Ready* key
- See steady indication at *Not Ready*

**To Return to Queue to take calls**

- Press *Not Ready* key
- See no indication at *Not Ready*

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**Make Busy (Logout)**

To make the ACD line and any other lines on your set busy… used for lunch or end of day

- Press *Make Busy* key
- See steady indication
- Display will say “Set Busy Activated”
- You must log back in to reactivate the ACD line

**To make only the ACD line busy**

- Press *Make Busy* key
- See steady indication
- Press *Make Busy* key again
- See no indication
- Display will say “Logged out”

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**For Emergencies:** Dial: **22222** to contact the Department of Public Safety office in the DOB