



ACD Plus Supervisor User Guide

Soft Key Functions

The Xen ACD Plus uses the following soft keys:

Soft Key	Function	Soft Key	Function
AA	Access Auto Attendant message.	NO	Answer no to a question.
AA ERROR	Access Automated Attendant Invalid Selection message.	NUMBERS	Access Numbers message.
AAMESSAGE	Access Automated Attendant Greeting message.	OK	Used to signify that dialled information is complete and sends information.
ACCEPT	Overwrite message with newly recorded message.	PLAY	Listen to message.
ACD	Access ACD message.	Q STATUS	Access Queue Status message.
CLEAR	Clears any digits that are entered.	QUE1	Queue 1
ERROR	Access Error message.	QUE2	Queue 2
GREET	ACD greeting.	QUE3	Queue 3
HOLD	Access Hold message.	QUE4	Queue 4
LOUT	Log Out of ACD.	RECORD	Record message.
MORE	View more message options.	REDO	Returns to previous recording menu.
MSG	Access Message Recording mode.	STOP	End recording.
NIGHT	Access Night message.	YES	Answer yes to a question.

Logging in as an ACD Supervisor

- ❶ Lift Handset.
- ❷ Dial ACD Port Pilot number.
- ❸ Dial your ID code (1 - 4 digits).
- ❹ Press OK soft key.

or

Press CLEAR soft key if an entry error occurred and you wish to re-enter your ID code.

or

Press EXIT button to exit the ACD Xen operation.
- ❺ Dial your Password (1 - 8 digits).
- ❻ Press OK soft key.

or

Press CLEAR soft key if an entry error occurred and you wish to re-enter your password.

or

Press EXIT button to exit the ACD Log-on mode and return to standard Xen operation.
- ❼ Press NO soft key when asked LOG-ON AS AGENT?

Recording Messages

There are eight different Xen ACD Plus messages that may be recorded.

ACD Message

Name	Description	Default Message
<i>Greeting Message</i>	The ACD Greeting Message greets callers only if there are no agents available to take a call.	"Thank you for calling, all agents agents are busy. Please hold."
<i>Hold Message</i>	The Hold Message plays between the ACD Greeting Message and ACD Refresher Message 1 (also between ACD Refresher Message 1 and Refresher Message 2). You can enable or disable the ACD On-Hold message. The default is disabled.	There is no default message.
<i>Night Message</i>	The Night Message plays when Xen ACD Plus is placed in Night placed in Night Mode.	"We are closed. Please call back during business hours."
<i>Auto Attendant Error Message</i>	The Error Message informs callers if they have made an invalid selection.	"You have mad and invalid selection. Please try again."
<i>ACD Refresher Message 1</i>	The Refresher Message 1 greets callers who have remained on hold (in queue) for a defined period. You will define the amount of time between queue messages. This message may be enabled or disabled. The default is enabled. This message is automatically enabled if ACD Refresher Message 2 is enabled, ACD Message 1 will alternate at a user-defined interval with ACD Refresher Message 2 for as long as the caller is in queue.	"Please continue to hold. An agent will be with you shortly."

Recording Messages (continued...)

<i>ACD Refresher Message 2</i>	The Refresher Message 2 greets callers who have remained on hold (in queue) for a defined period. You will define the amount of time between the first refresher message and the second message. You can enable or disable the message. The default is enabled. If Refresher Message 2 is enabled, the message alternate at a user-defined interval with Refresher Message 1 for as long as the caller is in queue.	"Please continue to hold. Your call is important to us."
<i>Queue Status Header Message</i>	The Queue Status Header Message will greet callers at the end of the following messages: Greeting Message, Refresher Message 1 and Refresher Message 2. You will not be required to record the number (x). The number (x) is a factory-recorded message and must handle numbers from 1 to 16. Xen ACD Plus will update the Queue Status information to represent the actual status of the queue. You can enable or disable the Queue Status Header Message. The default is enabled.	"You are caller number x," where 'x' (spoken by the Xen ACD Plus) represents the caller's order in their specific queue group.
<i>Queue Status Trailer Message</i>	The Queue Status Trailer Message will play after the Queue Status Header Message. You can enable or disable the Queue Status Trailer Message. The default is enabled.	"In queue."

Recording Automated Attendant Messages

- ❶ Press MSG soft key.
 - ❷ Press AA soft key to record an Automated Attendant message.
 - ❸ Select the message you wish to record by pressing the AA MSG soft key or AA ERROR soft key.
 - ❹ Press RECORD soft key and begin speaking to record the message.
 - ❺ Press STOP soft key when you have completed the recording.
 - ❻ Press PLAY soft key to listen to your new recording.
- ❼ Press ACCEPT soft key to overwrite existing message with newly recorded message.
or
Press REDO soft key to re-record the message.
 - ❽ Press EXIT button to return to the recording menu.
or
Press EXIT button twice to return to the main menu.

Recording an ACD Message

- ❶ Press MSG soft key.
- ❷ Press ACD soft key to record an ACD message.
- ❸ Select the queue that you want to record the ACD message for.
- ❹ Select the type of message you want to record by pressing the corresponding soft key.
- ❺ Press RECORD soft key and begin speaking to record the message.
- ❻ Press STOP soft key when you have completed the recording.
- ❼ Press PLAY soft key to listen to your new recording.
- ❽ Press ACCEPT soft key to overwrite existing message with newly recorded message.

Soft Key	Meaning
GREET	ACD Greeting
HOLD	Hold Message
NIGHT	Night Message
MORE	View more message options
ERROR	Error Message
Q STATUS	Queue Status Message
REFRESH	Refresh Message

or

Press REDO soft key to re-record the message.

- ❾ Press EXIT button to return to the main menu.

or

Press EXIT button twice to return to main menu.

Recording Numbers

- ❶ Press MSG soft key
- ❷ Press NUMBERS soft key to record numbers.
- ❸ Press RECORD soft key and say the number that appears in the LCD of the telephone.
- ❹ Press STOP soft key when you have completed the recording
- ❺ Press PLAY soft key to listen to your new recording.
- ❻ Press ACCEPT soft key to overwrite existing message with newly recorded message.
- ❼ Press PLAY soft key to listen to your new recording.
- ❽ Press REDO soft key to re-record the message.
- ❼ Press EXIT button to return to the recording menu.

or

Press EXIT button twice to return to the main menu.

Day/Night Mode

To enable/disable Day/Night mode setting:

- ❶ Press the NIGHT soft key.
- ❷ Press the soft key of the queue you want to set Day/Night mode.
- ❸ If the queue is currently in Day mode you will be asked "NITE FOR QUE 1". Press YES soft key to set night mode or NO soft key to remain in Day mode.
- ❹ If queue is currently in Night mode, you will be asked "DAY FOR QUE 1". Press YES soft key to set Day mode or NO soft key to remain in Night mode.

or

Logging Out of Xen ACD Plus

- ❶ Press LOUT soft key.