

# RCN BUSINESS INTEGRATED ACD

Features &  
User Guide



 **RCN** Voice  
**BUSINESS**

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## **Integrated ACD for MLHG Members**

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Members of Multi Line Hunt Groups (MLHG) who are acting as Call Center Agents can use Integrated Automatic Call Distribution (ACD) to see information on incoming calls and the activity of the Multi Line Hunt Group(s) that they belong to using Call Manager.

As a Call Center Agent, you will be a member of one or more MLHGs. An MLHG controls how the calls arriving at your Call Center are distributed to the MLHG members or held in a queue until an agent becomes available.

You will use the Groups tab in your Call Manager account to see the MLHG(s) that you belong to and, optionally, log in and out of them. With the Integrated ACD feature, you can also link to an Agent status screen that will display caller information whenever a call arrives in an MLHG. Additionally, you'll also be provided with a range of statistics on the current activity of the MLHGs of which you are a member.

You should refer to the following sections for more information:

- Using Multi Line Hunt Groups provides instructions on using MLHGs
- Using the Agent Status Page describes how to access the Agent status page and interpret the statistics provided by Integrated ACD

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## **Using Multi Line Hunt Groups**

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A Multi Line Hunt Group (MLHG) is a way of grouping Business Group lines together so that a call made to a single number can be picked up by any of the MLHG members.

When a call comes in to a Multi-Line Hunt Group, each line in the group is rung in turn until someone answers the call.

Depending on how your administrator has set up your Multi Line Hunt Group, you may be able to log in and out of the Multi Line Hunt Group. When you're logged in, calls to that Multi Line Hunt Group will ring your phone. When you're logged out, calls to that Multi Line Hunt Group will not ring your phone.

You can be a member of more than one MLHG.

## Viewing MLHGs

To view the MLHG(s) that you belong to, log on to your Call Manager account and navigate to the Groups tab.

*Groups tab in Call Manager*

Position	Number	Extension	Name
1	(610) 443 8602	8602	Accounting
2	(610) 443 8603	8603	Manager
3	(610) 443 8601	8601	Marketing
4	(610) 443 8604	8604	Reception

The **Group Membership** panel on the left displays the MLHGs that you belong to.

- Click on the name of the MLHG in the Group Membership panel to display the details of the MLHG in the main part of the screen.
- You can then see
  - How many lines belong to the MLHG, and how many are logged in
  - Whether you are currently logged in
  - Details of each of the lines in the MLHG, including whether each line is currently logged in

## Logging In and Out of MLHGs

### Tip:

Your MLHG may be configured so you are permanently logged in to the MLHG and you cannot opt to log out.

If you are able to log in and out of an MLHG, you can use Call Manager to do this or you are able to do this using your telephone handset.

Note that your system may only allow you to log in to a single MLHG that supports this explicit method of login. If this is the case, logging in to another MLHG will automatically log you out of the MLHG you are currently logged in to. If you are also a member of an MLHG where its members are permanently logged in, you will however remain logged in to that MLHG.

### Using Call Manager

As illustrated on the Call Manager Groups tab on page 3, each line in the MLHG uses an icon to display whether or not it is logged in.

*Logged in icon*



*Logged out icon*



- Click on the icon alongside your line to toggle the setting.
  - If you were logged in, you will now be logged out
  - If you were logged out, you will now be logged in

If you were already logged in to another MLHG, you may see a pop-up warning that you will be logged out of that MLHG if you click the login link for another MLHG on this screen.

### Using Your Phone

You are able to dial \*96 on your phone handset to log in or out of the MLHG.

## Using the Agent Status Page

The Agent Status page, accessed through the Call Manager Groups tab, allows MLHG members to see details of incoming calls and also view information on the current activity of the Queues (MLHGs) that they belong to.

This section describes how to access the Agent Status page and use it, and how to interpret the statistics that it displays

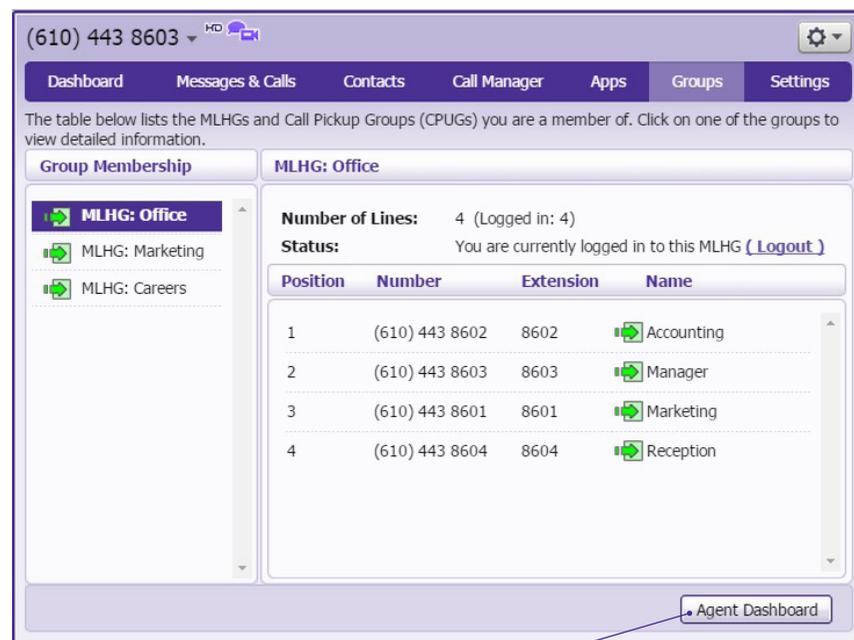
### Accessing the Agent Status page

You will access the Agent Status page initially using your Call Manager account by going to <http://myphone.rcn.com/bg> in your browser, and then use your phone number and voicemail pin number to log in.

Once you have accessed it, you can bookmark the page in your browser so that you can link to it directly.

- Log on to Call Manager, and click on the Groups tab
- Click on the Agent status link at the foot of the CommPortal Groups page

### Call Manager Groups page



The screenshot shows the 'Call Manager Groups' page. At the top, there is a navigation bar with tabs: Dashboard, Messages & Calls, Contacts, Call Manager, Apps, Groups, and Settings. Below the navigation bar, a message states: 'The table below lists the MLHGs and Call Pickup Groups (CPUGs) you are a member of. Click on one of the groups to view detailed information.'

Under 'Group Membership', there is a list of MLHGs: MLHG: Office (selected), MLHG: Marketing, and MLHG: Careers. To the right, the 'MLHG: Office' details are shown, including 'Number of Lines: 4 (Logged in: 4)' and 'Status: You are currently logged in to this MLHG (Logout)'. Below this is a table of members:

Position	Number	Extension	Name
1	(610) 443 8602	8602	Accounting
2	(610) 443 8603	8603	Manager
3	(610) 443 8601	8601	Marketing
4	(610) 443 8604	8604	Reception

At the bottom right of the page, there is a button labeled 'Agent Dashboard'.

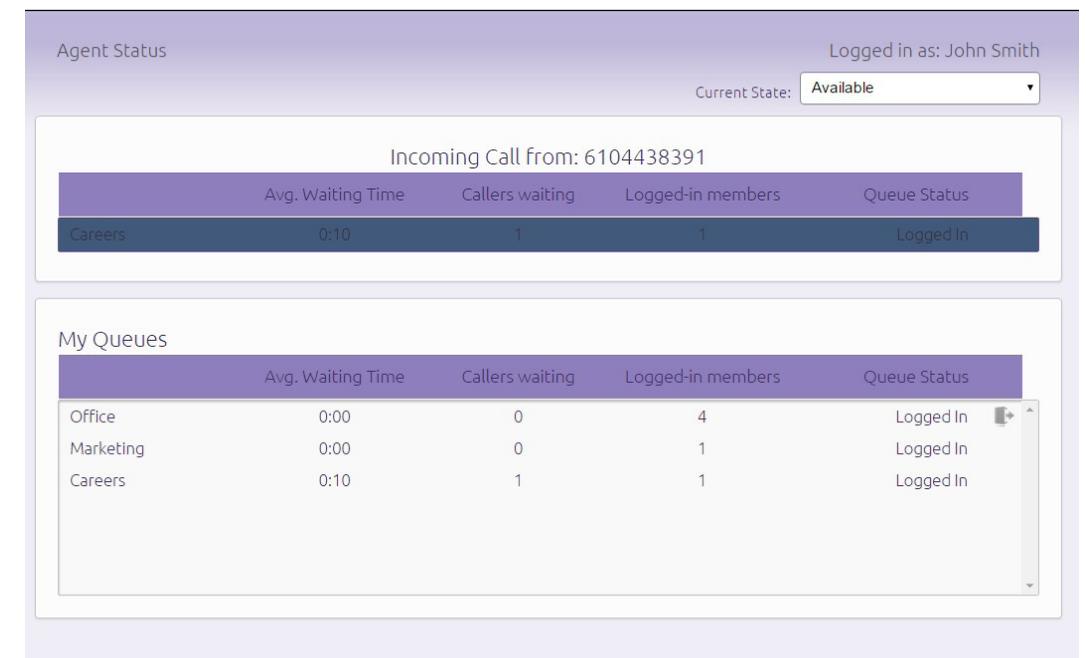
### Agent Status

This launches the Agent Status page in a new browser window.

## Using the Agent Status Page

To view the MLHG(s) that you belong to, log on to your Call Manager account and navigate to the Groups tab.

### Agent Status Page



The screenshot shows the 'Agent Status' page. At the top right, it says 'Logged in as: John Smith' and 'Current State: Available'. Below this, there is a section for an 'Incoming Call from: 6104438391' with a table showing statistics for the 'Careers' queue:

	Avg. Waiting Time	Callers waiting	Logged-in members	Queue Status
Careers	0:10	1	1	Logged In

Below this is a section for 'My Queues' with a table showing statistics for three queues:

	Avg. Waiting Time	Callers waiting	Logged-in members	Queue Status
Office	0:00	0	4	Logged In
Marketing	0:00	0	1	Logged In
Careers	0:10	1	1	Logged In

### Tip:

On the **Agent Status** page, each MLHG is referred to as a Queue and its members as Agents.

## Managing Your Current State

You will only be able to manage your current state if Agent States are supported in the Call Center that you are a member of. If they are not supported, you will not see the Current State drop down menu on the **Agent Status** page.

You can use the **Current State** drop down menu in the top right hand corner of the **Agent Status** page to show whether or not you are currently available to take calls from your Queues. When you click on this menu, you will be given the choice of a number of states.

Current state drop down menu

Current State:

Generally, you will be in the **Available** state. This state indicates that you are currently available to handle calls from your Queues. However, if you need to stop receiving calls for a period of time (for example because you are taking your lunch-break or you are going to attend a meeting), you should use the **Current State** drop down menu to switch to the state that is most appropriate for the reason that you cannot currently handle calls. When you switch out of the **Available** state, you will not receive calls via any of your Queues. Once you are available to take calls again, you must switch back into the **Available** state before you can receive any calls.

### Incoming Calls

When an incoming call is received, the **Incoming Call** panel displays any caller information that can be derived by your telephone system, for example the caller's telephone number if it has not been withheld. When a call has been received via a Queue, the panel displays the following information about the Queue that the caller dialed.

- The name of the Queue that was originally called
- The average waiting time for a call to be answered in that Queue
- How many callers are waiting for their call to be answered in that Queue
- How many members are logged into the Queue
- Whether you are logged in to this Queue.

This information will help you answer the call appropriately. For example, you will be able to see when a caller has been waiting a long time for a response.

If the call did not arrive via a Queue, you will see a message saying 'No matching queue'.

If an incoming call stops ringing for any reason (for example, it was answered by another agent or the caller hung up), the incoming call details will fade out over a few seconds.

The Incoming Call panel will display the message 'No incoming call' if there are currently no incoming calls in any of the Queues that you belong to.

## Wrapping Up a Completed Call

### Tip:

The wrap-up state and disposition codes may not be available in some or any of the Queues that you are a member of.

When you finish a call, you may be put into the **Wrap-up** state. While you are in the **Wrap-up** state, you will not receive calls via any of your Queues, allowing you time to carry out any work related to the completed call.

Leave Wrap-Up? dialog box

Agent Status

Logged in as: John Smith

Current State:

**Leave Wrap-Up**

Cancel

My Queues

	Avg. Waiting Time	Callers waiting	Logged-in members	Queue Status
Office	0:00	0	4	Logged In
Marketing	0:00	0	1	Logged In
Careers	0:00	0	1	Logged In

Once you have completed this work, you will need to leave the **Wrap-up** state by choosing a new Agent State using the **Current State** drop down menu in the top right hand corner of the **Agent Status** page. When you do this, a Leave Wrap-Up? dialog box will appear. You must fill out the fields in the **Leave Wrap-Up?** dialog box to provide information about the call that you have just completed.

- In the first drop-down menu, you will need to provide the name of the Queue that is most appropriate for the content of the completed call. For example, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue.

Note that a Queue may have already been selected - you should select the correct Queue if the wrong one has been selected.

- The second drop-down menu asks you to select the disposition code that best describes how the call was resolved.
  - If this menu is labeled **Select a Disposition Code**, you will not be able to continue until you have chosen a code.
  - If this menu is labeled **Select a Disposition Code (optional)**, you can choose whether or not to choose a code.
  - If this menu is labeled No Disposition Codes, this Queue does not require any disposition codes and you can ignore this menu.

Once you have provided all of the necessary information, you can click **OK** to exit the **Wrap-up** state.

### Logging In and Out

You can also use the Agent Status page to log in and out of a Queue, where this action is supported.

The **My Queues** panel lists all the Queues that you belong to, and shows whether or not you are currently logged in to that Queue.

- A grey icon alongside a Queue indicates that a Queue is one where you can explicitly log in and out.
  - Click on this icon to log in or out of that particular Queue.

Note that your system may only allow you to log in to a single Queue that permits explicit login. If you are already logged in to another Queue, you will see a pop-up warning you that logging in to this Queue will mean that you are automatically

logged out of the other Queue. This will give you the option to continue with changing the Queue you are logged in to or canceling the action and remaining in the original Queue

- If the Queue does not have an icon, you cannot log out of that Queue

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## Interpreting Queue Statistic

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On the **My Queues** panel, you can see real-time information on all the Queues that you are a member of. These statistics are refreshed every 30 seconds and whenever an incoming call starts ringing.

For each Queue, the screen shows:

- Avg. Waiting Time.

This is the running average for the most recently answered calls of how long a caller waits before their call is answered. The value is the sum of the time a caller is waiting in a queue and the time the call is alerting (that is, the call has been hunted to an agent and agent's phone is ringing) before it is answered.

- Logged-in Members.

This is the number of agents who are currently logged in.

- Callers Waiting.

This shows how many callers are currently waiting in a queue because all agents are busy.

- Once a call has been hunted to a particular agent, they are not counted here, even if the agent has not yet answered the call.
- If the Queue only accepts calls when an agent is available, this statistic will be shown as N/A.

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## Help Resources

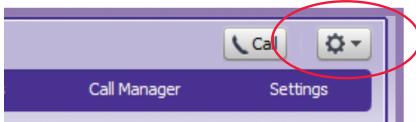
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Access these online resources for more tips and guides.



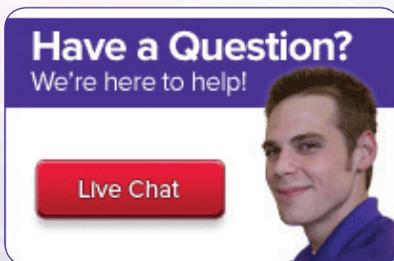
### [rcn.com/business](http://rcn.com/business)

- How-to videos
- Video tours of Business Phone
- Downloadable guides
- Business Phone portal access login



### Business Phone Call Manager Help Click on gear icon

Access the help section by clicking on the upper right corner and selecting help. Search or browse for help topics.



### Have more questions?

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We're here to help. Follow the URL above to chat live, or call 877.RCN.7000.