

Integrated Automatic Call Distribution (iACD) for Agents

Quick Reference Guide



Revision History

Revision	Date	Description	Initials
1.0	8/15/17	First published version.	CS

Purpose

Use this guide to learn how to use Integrated Automatic Call Distribution.

Audience

Information in this document is for users of NHC telephone services.

References

Refer to this guide for more information about Integrated Automatic Call Distribution:

Integrated Automatic Call Distribution for Supervisors Quick Reference Guide

Contents

Overview	4
Log In	5
Agent Dashboard	7
Agent Status and My Queues	7
Incoming Calls	8
In a Call	9
Wrap Up	10
Call Disposition	11

Overview

This quick reference guide explains how to view and manage iACD information in NHC's CommPortal:

- Log in
- Agent Dashboard
- Agent Status and My Queues
- Incoming Calls
- In a Call
- Wrap Up
- Call Disposition

Log In

To log into CommPortal:

1. Open a web browser.
2. Navigate to <https://commportal.nhcgrp.com/>.



NHC newVoice Phone Settings

Please log in below.

Number:

Password:

Remember me on this computer.

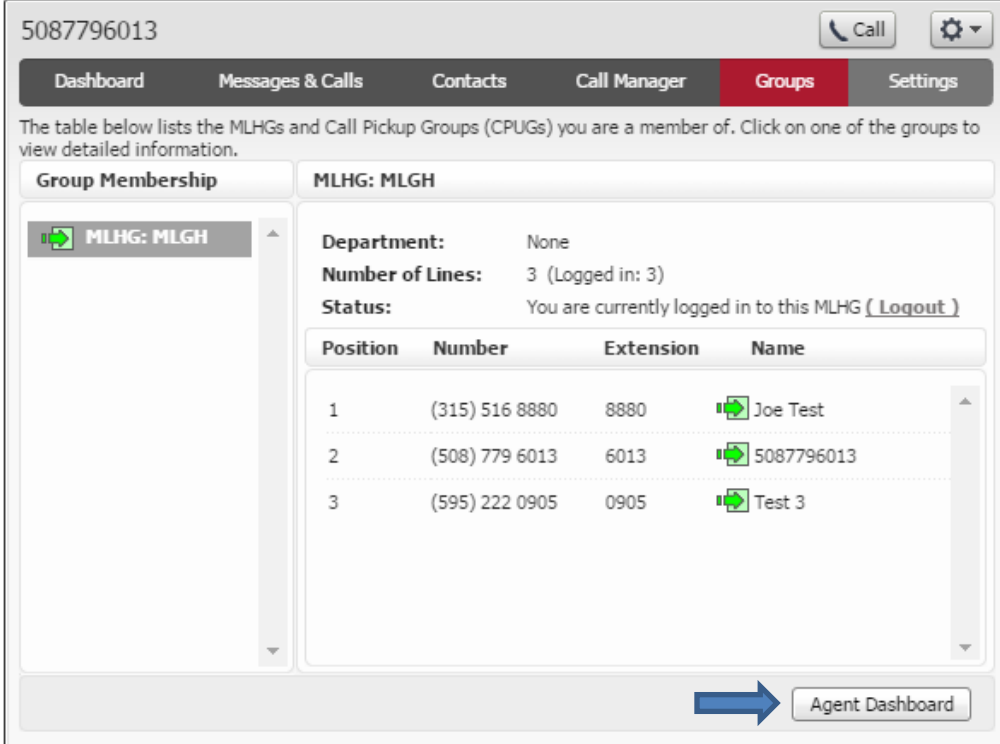
Login

If you have forgotten your password, please contact customer support.

3. Enter the following information:
Number – Your 10-digit telephone number
Password – Your CommPortal password

From CommPortal, open the Agent Dashboard:




1. Click the Groups tab.
CommPortal's list of Multi-Line Hunt Groups opens.
2. Click **Agent Dashboard** at the lower right.




5087796013 Call Settings

Dashboard Messages & Calls Contacts Call Manager **Groups** Settings

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.

Group Membership		MLHG: MLGH			
MLHG: MLGH		Department:	None		
		Number of Lines:	3 (Logged in: 3)		
		Status:	You are currently logged in to this MLHG (Logout)		
Position	Number	Extension	Name		
1	(315) 516 8880	8880	 Joe Test		
2	(508) 779 6013	6013	 5087796013		
3	(595) 222 0905	0905	 Test 3		

 [Agent Dashboard](#)

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Agent Dashboard opens in a new window.


Agent Dashboard

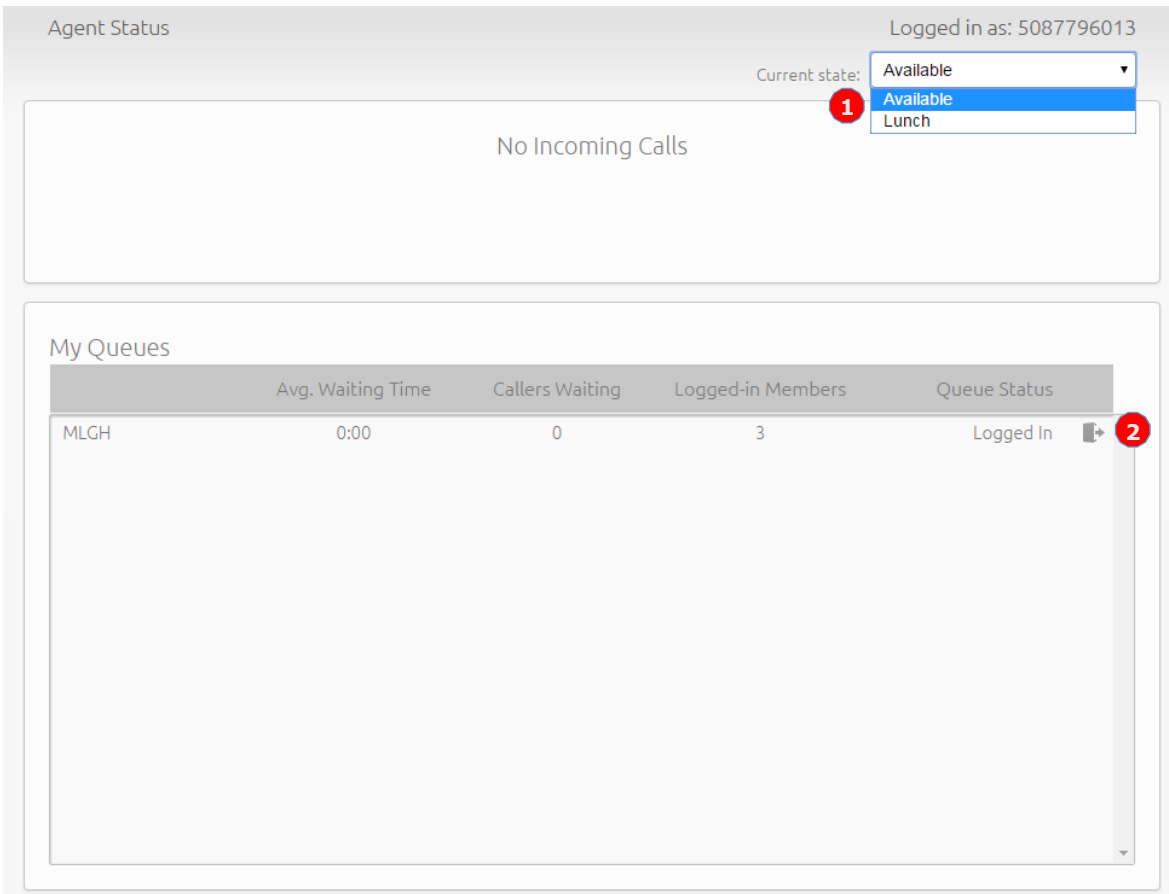
Guidance for the Agent Dashboard contains these topics:

- Agent Status and My Queues
- Incoming calls
- In a call
- Wrap up
- Call disposition


Agent Status and My Queues

Manage your status in the dashboard:

- To change your current status, click the *Current state* drop-down list, then select the appropriate status.
- To log in or log out from a queue, click the icon  at the right of the queue.



The screenshot displays the 'Agent Status' section of the dashboard. At the top right, it shows 'Logged in as: 5087796013'. Below this, a 'Current state:' dropdown menu is open, showing options: 'Available' (selected), 'Available', and 'Lunch'. A red circle with the number '1' is placed over the dropdown menu. The main area of the dashboard shows 'No Incoming Calls'. Below this is the 'My Queues' section, which contains a table with the following data:

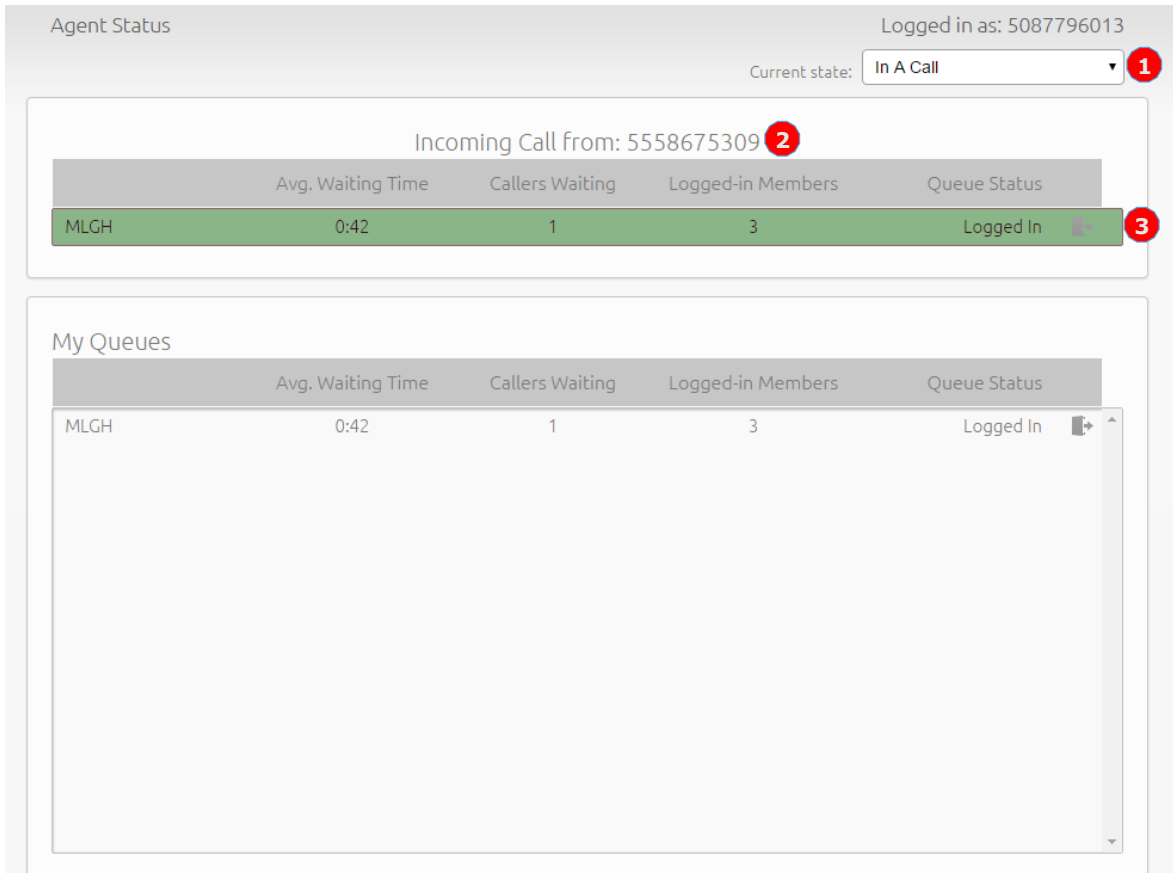
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
MLGH	0:00	0	3	Logged In 

A red circle with the number '2' is placed over the login/logout icon in the 'Queue Status' column of the table.

Incoming Calls

For incoming calls:

- Current state changes to *In A Call*.
- Alert above call bar shows Caller ID.
- Call bar turns green, and displays:
 - Average waiting time
 - Number of callers waiting
 - Number of agents logged in
 - Shows your logged in or out status



The screenshot displays the 'Agent Status' interface. At the top right, it shows 'Logged in as: 5087796013'. Below this, the 'Current state' is set to 'In A Call' (marked with a red circle 1). A notification bar indicates an 'Incoming Call from: 5558675309' (marked with a red circle 2). Below the notification is a table with the following data:

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
MLGH	0:42	1	3	Logged In

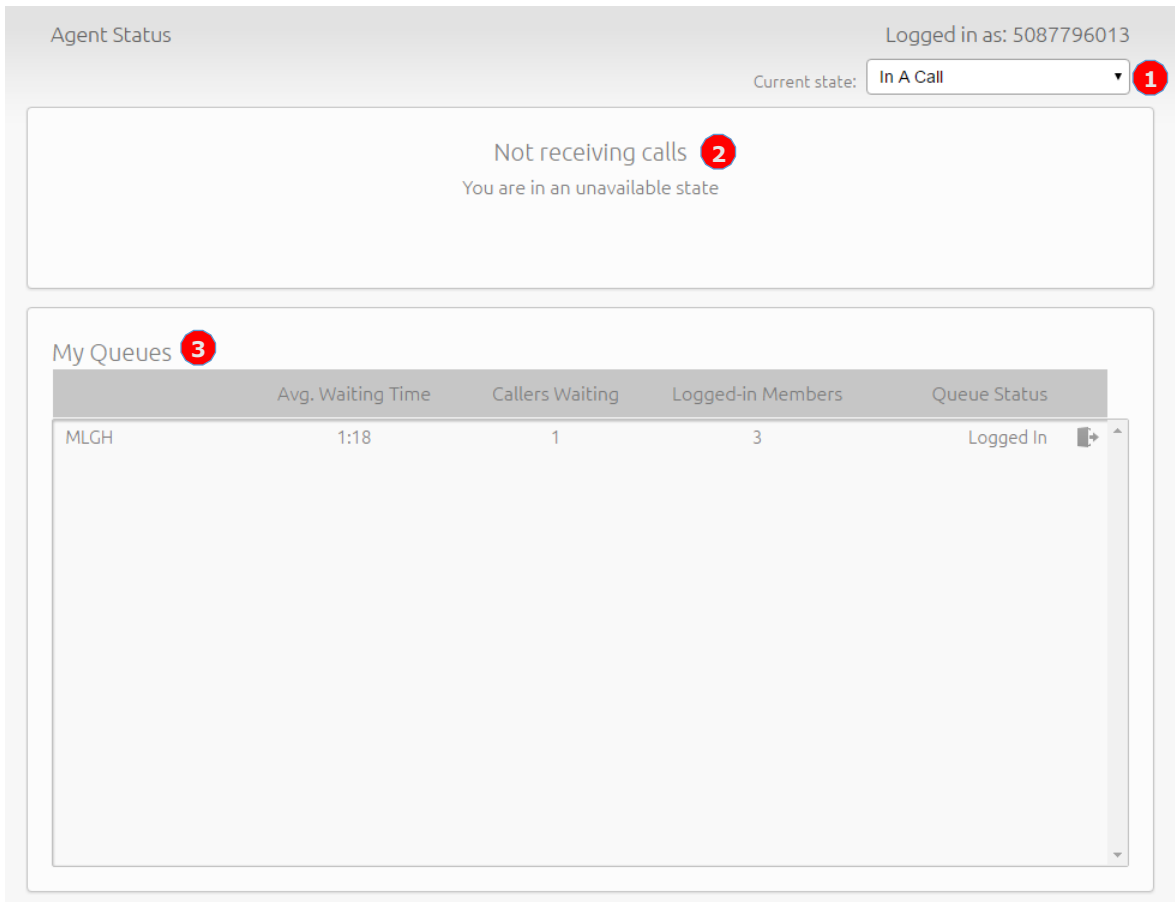
The table row is highlighted in green (marked with a red circle 3). Below this is a 'My Queues' section with a table showing the same data as above.

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
MLGH	0:42	1	3	Logged In

In a Call

When you are in a call:

- Call state indicates *In A Call*.
- Notice indicates you cannot receive calls because you are in an unavailable state.
- My Queues shows status of active queues, including:
 - Average waiting time
 - Number of callers waiting
 - Number of agents logged in
 - Logged in or logged out status



The screenshot displays the 'Agent Status' interface. At the top right, it shows 'Logged in as: 5087796013'. Below this, the 'Current state:' dropdown menu is set to 'In A Call', marked with a red circle '1'. A central message box states 'Not receiving calls' with a red circle '2' and 'You are in an unavailable state'. Below this is the 'My Queues' section, marked with a red circle '3', which contains a table with the following data:

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
MLGH	1:18	1	3	Logged In

Wrap Up

Your administrator can configure your group to include a wrap up state after a call is complete. If your group is not configured for a wrap up state, your current state returns to available when you complete a call.

Wrap up state includes these items on the agent dashboard:

- Current state indicates *Wrap-up*.
- Timer under Agent Status shows time remaining in wrap-up.
- Notice indicates you cannot receive calls because you are in an unavailable state.
- My Queues shows status of active queues, including:
 - Average waiting time
 - Number of callers waiting
 - Number of agents logged in
 - Logged in or logged out status

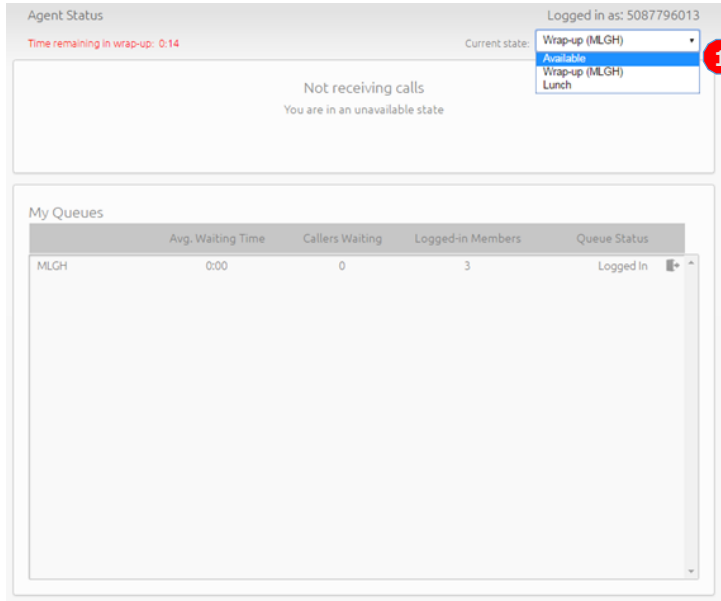
The screenshot displays the 'Agent Status' section of a dashboard. At the top right, it shows 'Logged in as: 5087796013'. Below this, the 'Current state' is set to 'Wrap-up (MLGH)'. A red timer indicates 'Time remaining in wrap-up: 0:09'. A central message states 'Not receiving calls' and 'You are in an unavailable state'. The 'My Queues' section contains a table with the following data:

Queue	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
MLGH	0:00	1	3	Logged In

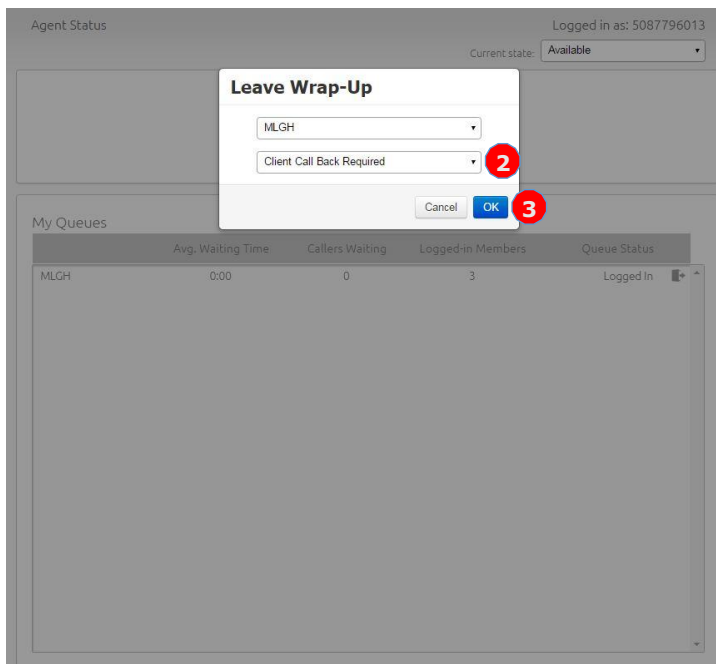
Call Disposition

If enabled, you can record call disposition to classify calls:

1. Select *Available* in the *Current state* drop-down list.



Leave Wrap-Up dialog opens.



2. Select the appropriate call disposition in the second drop-down list.
3. Click **OK**.

The dialog box closes, and you return to *Available* status.



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