

Overview

The system uses “automatic call drop” to answer your phone automatically anytime you are in the “Available” state.

Each time a call arrives at your extension, your phone goes “off-hook,” the **Line 1** button lights, and your personal announcement plays. Your LCD then displays ANI (the phone number *from which* the caller dialed) and DNIS (the phone number the caller actually dialed to reach you). ANI is visible for the first 5 seconds of the call; DNIS appears for the next 5 seconds. Afterwards, a timer on the LCD continuously updates the call’s duration. Keep an eye on this timer; avoid spending too much time on any single caller.



The system answers calls by taking your phone “off-hook” automatically. You do not need to answer calls by hand.

Whenever possible, use the following guidelines to decide how much time to devote to a call:

- **Talk Time** (the amount of time between greeting the caller and ending the call): < (less than) 5 minutes
- **Call Work** (the amount of time “wrapping up” after a call): < 2 minutes.
- **Handling Time** (Talk Time + Call Work): < 7 minutes

Primary and Secondary Queues

Typically, you receive calls from the same source — your primary queue. Your primary queue is the pathway that most callers take through the ACD to reach you.

Sometimes, especially when the call center is very busy, you will receive calls from your secondary queue. The system uses a “flash announcement” to introduce these calls. Flash announcements play before your personal announcement and are not audible to callers.

You can also determine the source of calls by glancing at row of three lights in the bottom right corner of your console. The first light corresponds to your primary queue and the second light corresponds to your secondary queue. The third light is not used.

