

TOSHIBA

Toshiba Perception 4000 Quick Reference Manual

Acd agent

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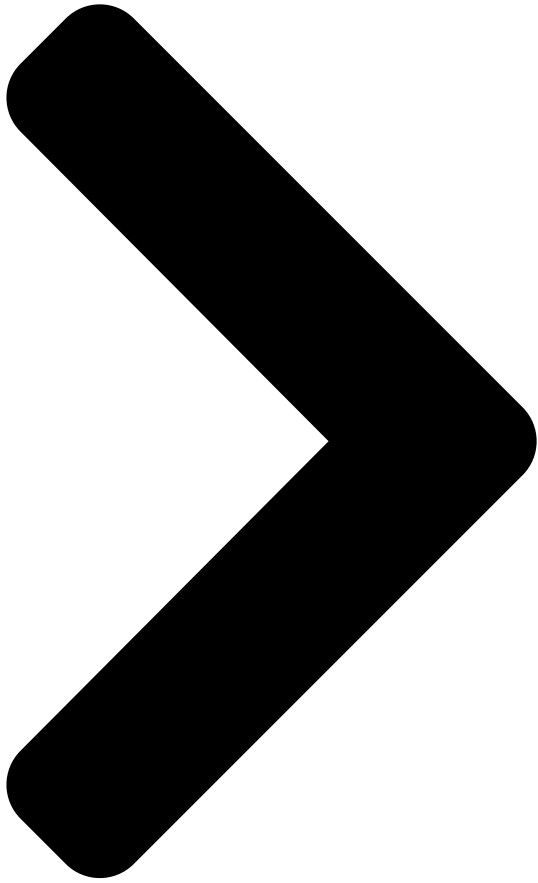
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Enlarged version

TOSHIBA PERCEPTION

BUSINESS
TELEPHONE
SOLUTIONS

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QUICK
REFERENCE
GUIDE
ACD AGENT



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Ip telephone, messaging and call manager user guide (322 pages)

[Telephone Toshiba DP5000-Series User Manual](#)

Strata cix telephone (142 pages)

Summary of Contents for Toshiba Perception 4000

[Page 1](#) TOSHIBA QUICK REFERENCE GUIDE PERCEPTION BUSINESS TELEPHONE SOLUTIONS 4000...

[Page 2](#) STANDARD LOGIN To Login for ACD Operation: Press the LOG key. Enter the 2-digit number of your ACD group _____. Enter your 3-digit agent identification (ID) code _____. STANDARD LOGOUT To Logout from ACD Operation: Press the LOG key. REMOTE LOGIN To Perform Remote Login: Press the prime line key (or go off-hook).

[Page 3: Placing An Outgoing Call](#)

PLACING AN OUTGOING CALL To Place an Outgoing Call: Press the ACD agent line (AGE) key. ...or... Press the prime line key (on a multi-line station). ...or... Go off-hook (on a single-line station). Listen for dial tone. Dial the desired directory number. ...or.....

[Page 4](#) • If you receive busy tone, you can remain off-hook and wait for success tone, in order to activate the Camp-on feature. • If you receive reorder tone, press the RLS key to return to the caller on hold. FEATURE ACCESS CODE OPERATION From an Idle Multi-line Station: Select the ACD line.

[Page 5: Headset Operation](#)

From a Talking State (Single-line Station): Press the telephone hookswitch. Enter the Assistance access code _____. • Listen for ringback tone. • After conferring with your supervisor, press the hookswitch to form a three-way conversation. ...or... Hang up to transfer the call to your supervisor.

[Page 6](#) FEATURE ACCESS CODE OPERATION From an Idle Multi-line Station: Access the ACD line. Enter the Unavailable access code _____ to activate the Unavailable mode. ...or... Enter the Available access code _____ to return to the Available mode. Listen for success tone. Hang up.

[Page 7](#) WORK UNIT ENTRY FEATURE ACCESS KEY OPERATION To Enter an ACD Work Unit: Press the Work Unit (WRKU) access key. Enter the appropriate 2-digit Work Unit number. FEATURE ACCESS CODE OPERATION To Enter an ACD Work Unit (Multi-line Station): Press the CONF/TRNS key. Listen for recall dial tone.

[Page 8](#) Q U I C K R E F E R E N C E G U I D E TOSHIBA Toshiba America Information Systems, Inc. Telecommunication Systems Division 9740 Irvine Boulevard, Irvine, CA 92718 (714) 583-3700 Item Number: P 4 K - Q R - A C D A G T R 2...