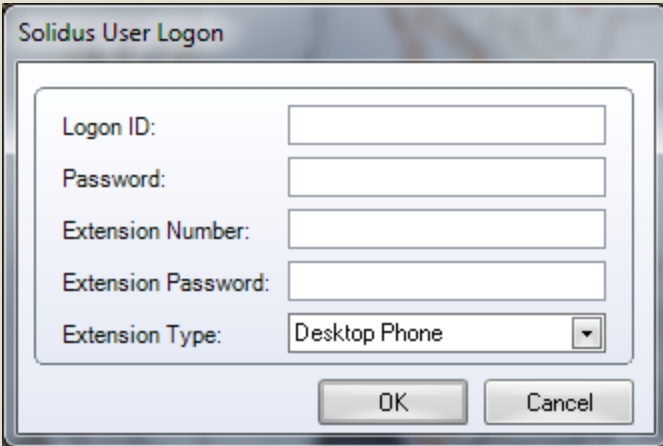


# Agent logon



Solidus User Logon

Logon ID:

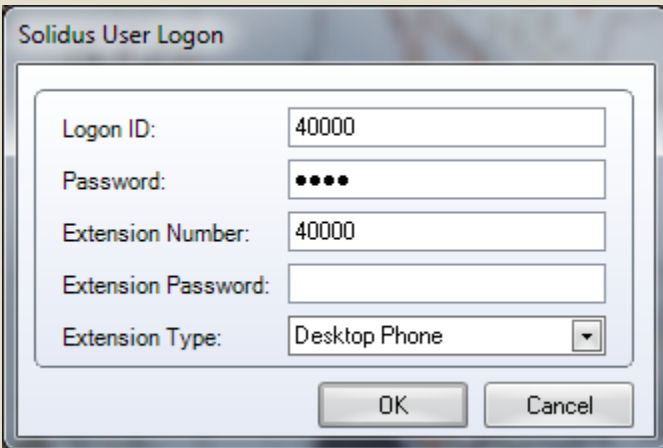
Password:

Extension Number:

Extension Password:

Extension Type: Desktop Phone

OK Cancel



Solidus User Logon

Logon ID: 40000

Password: ●●●●

Extension Number: 40000

Extension Password:

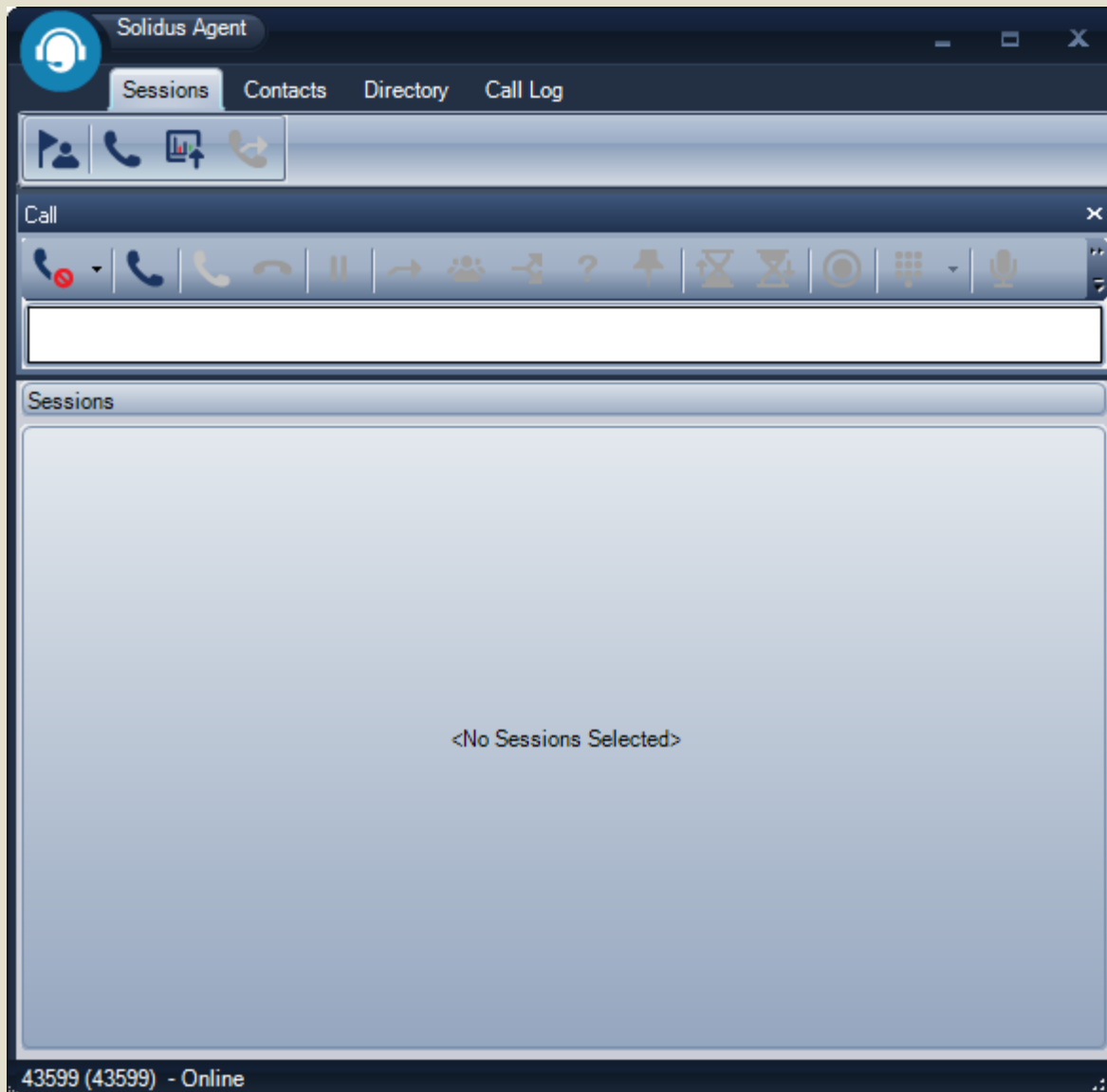
Extension Type: Desktop Phone

OK Cancel

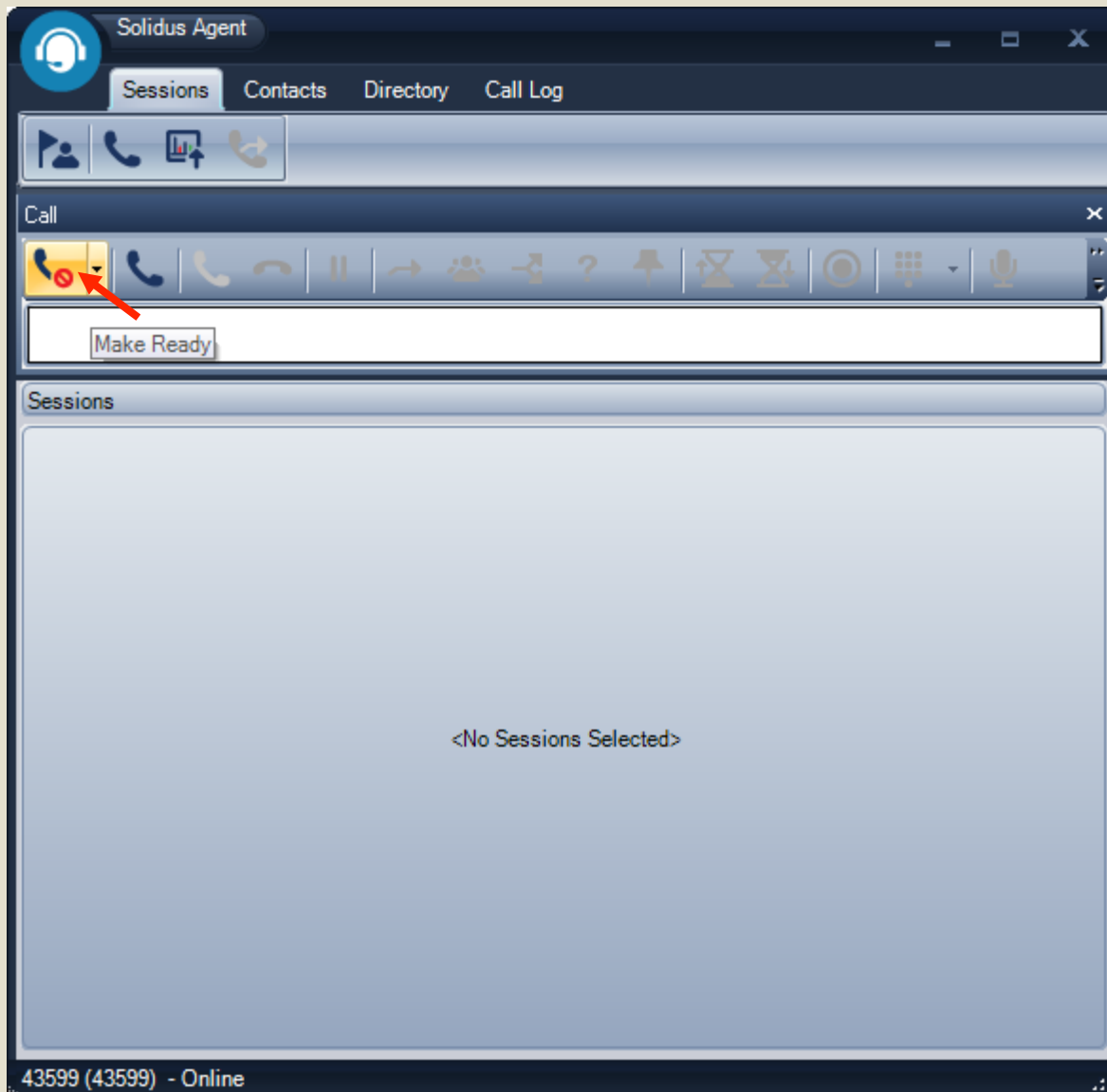
- **Logon ID:** Enter your 5 digit ext. phone number, Example, 40000
  - **Password:** Enter the last 4 digits of your ext. phone number. Example, if your ext. phone number is 40000, use digits 0000 as your Password
  - **Extension Number:** Enter the 5 digit ext. number of the phone you will be using. You should use the ext. number of the phone that is on your desk. Example, 40000
  - **Extension Password:** Leave the box blank.
  - **Extension Type:** Select **Desktop Phone**, if you are using your desktop phone **Softphone**, if you are not using your desktop phone. \*
- Click OK or press the Enter key on your keyboard.

*\* A new Extension Number must be assigned just for the Agent client*

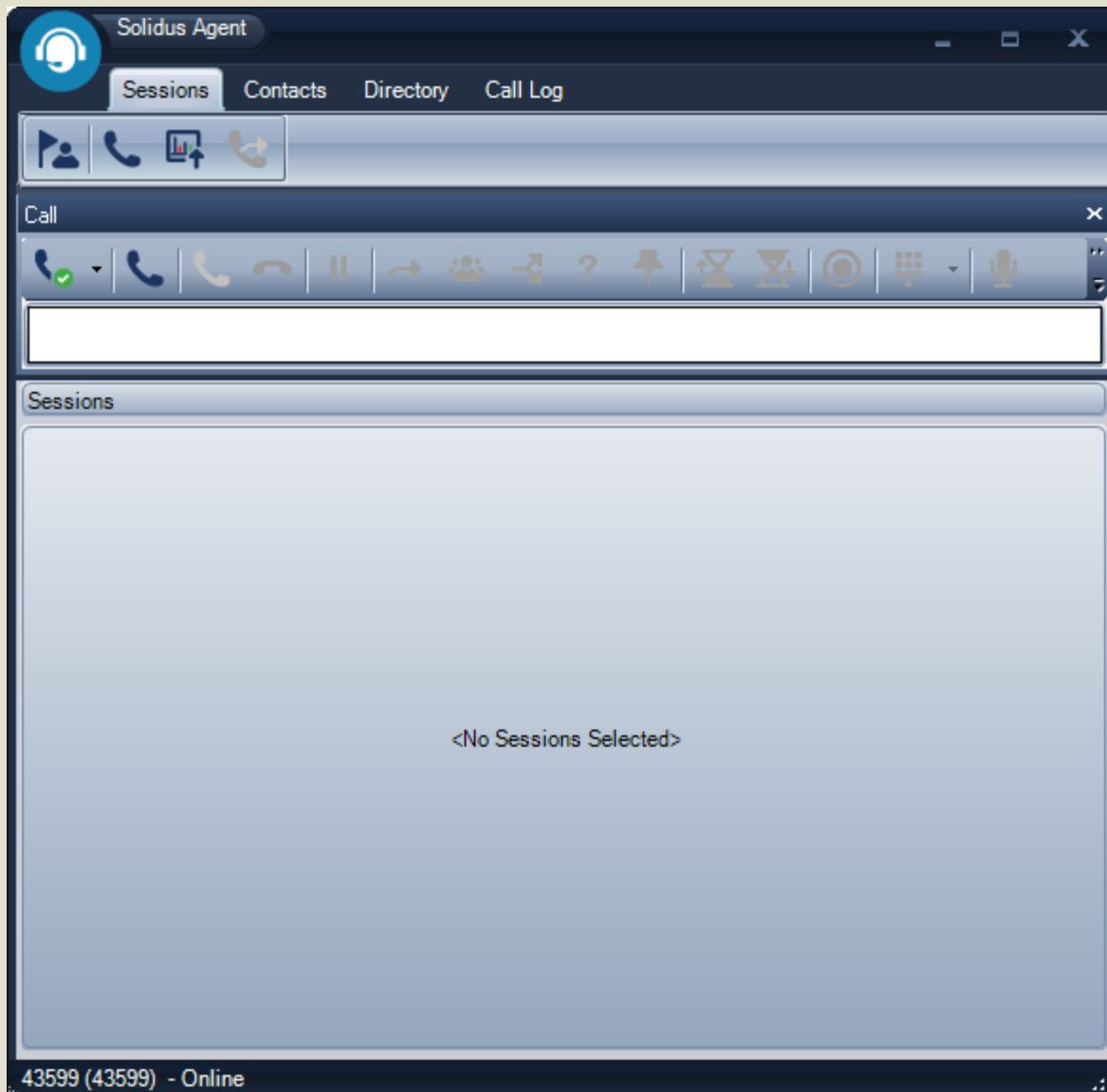
**Agents should only login when they are going to be receiving ACD calls. The client software should other wise remain closed/unopened.**



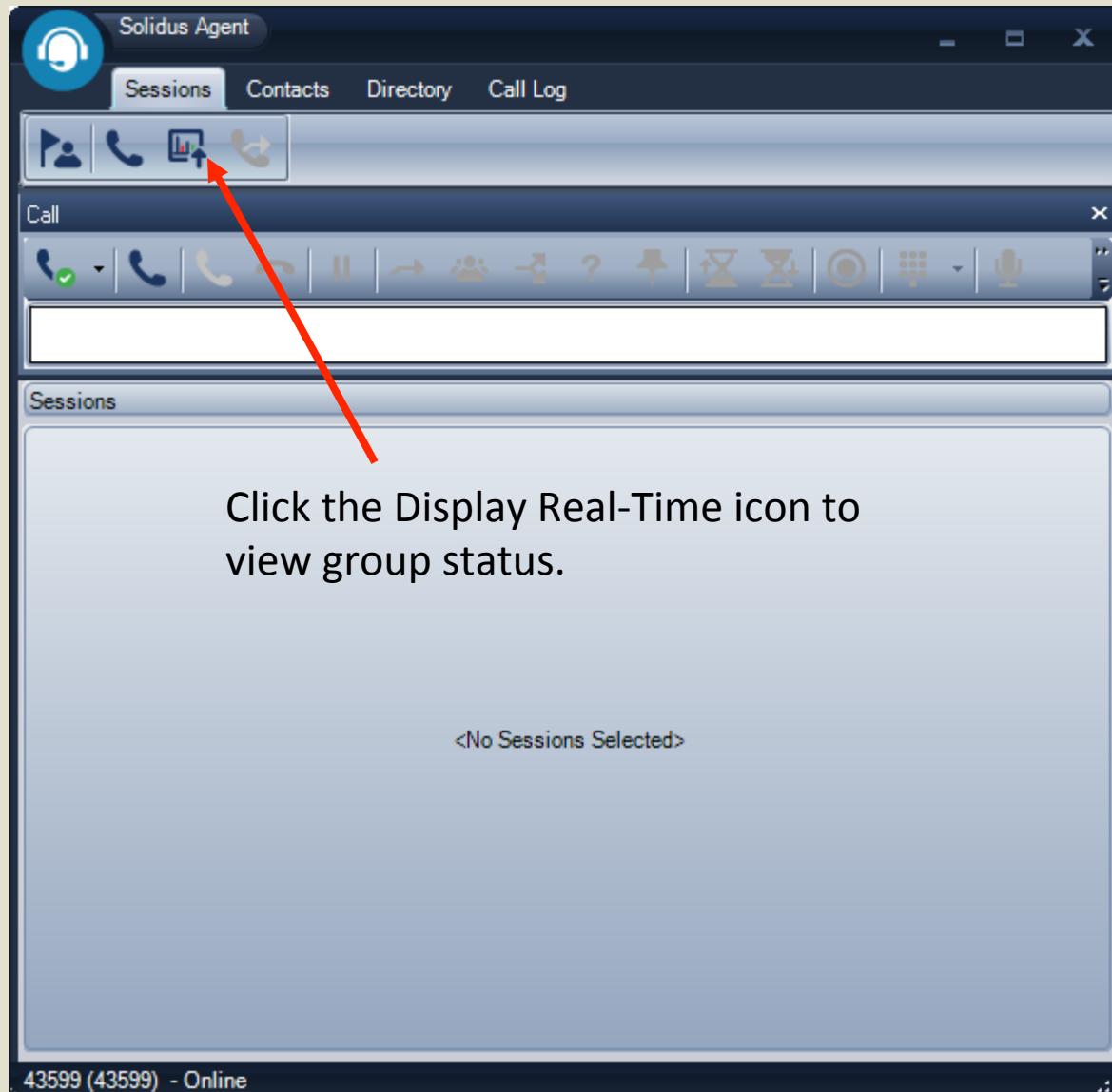
This is the agent Screen. The red circle with a diagonal line through it on the hand set indicates the agent is not ready to receive ACD group calls.



Click the handset once to make yourself Ready to receive ACD calls



The **green** circle with a check indicates the Agent is ready to receive calls



Click the Display Real-Time icon to view group status.

<No Sessions Selected>

43599 (43599) - Online

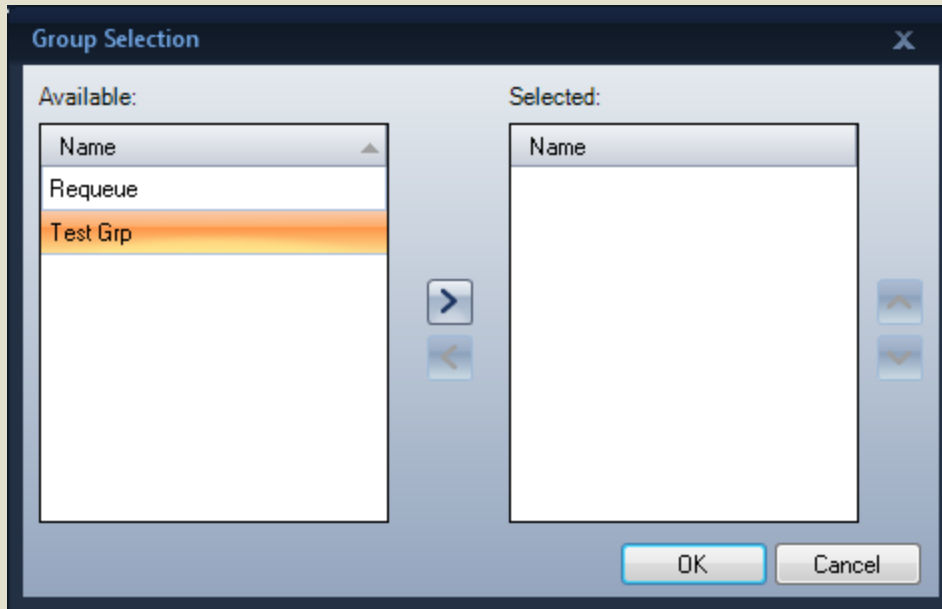
Real-Time

Graphical **Table** Personal Statistics

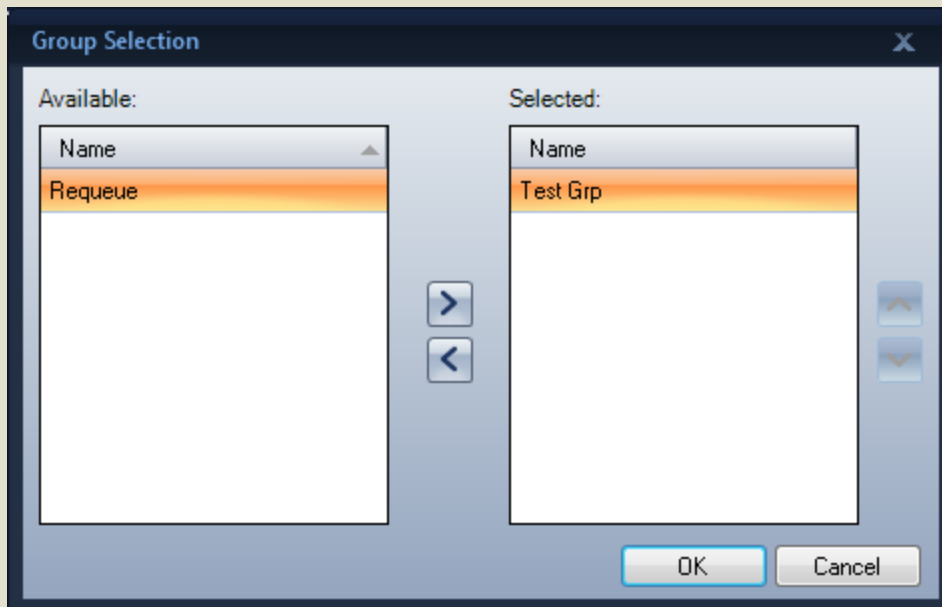
Select Groups

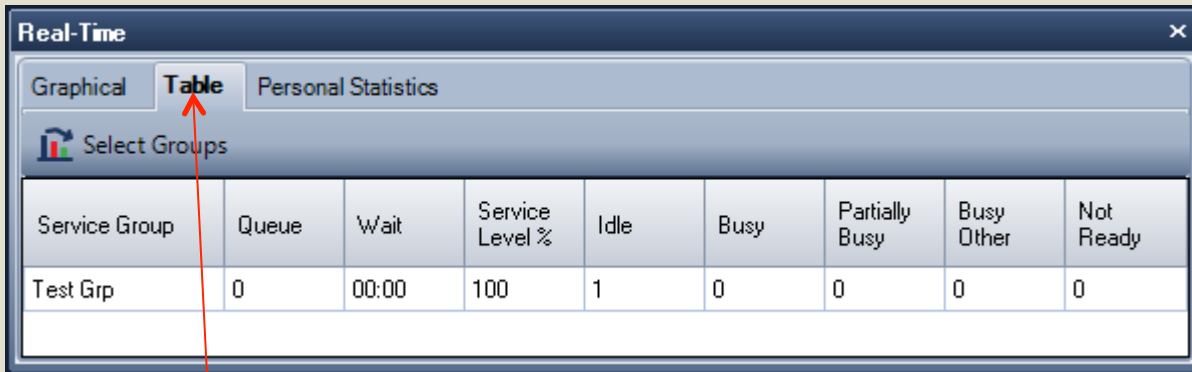
Service Group	Select Groups	Wait	Service Level %	Idle	Busy	Partially Busy	Busy Other	Not Ready
Test Grp	0	00:00	0	1	0	0	0	0

Click on **Select Groups**.



- Select your groups Name from the Available list.
- Move the group name to the Selected Name box.
- Click Ok.





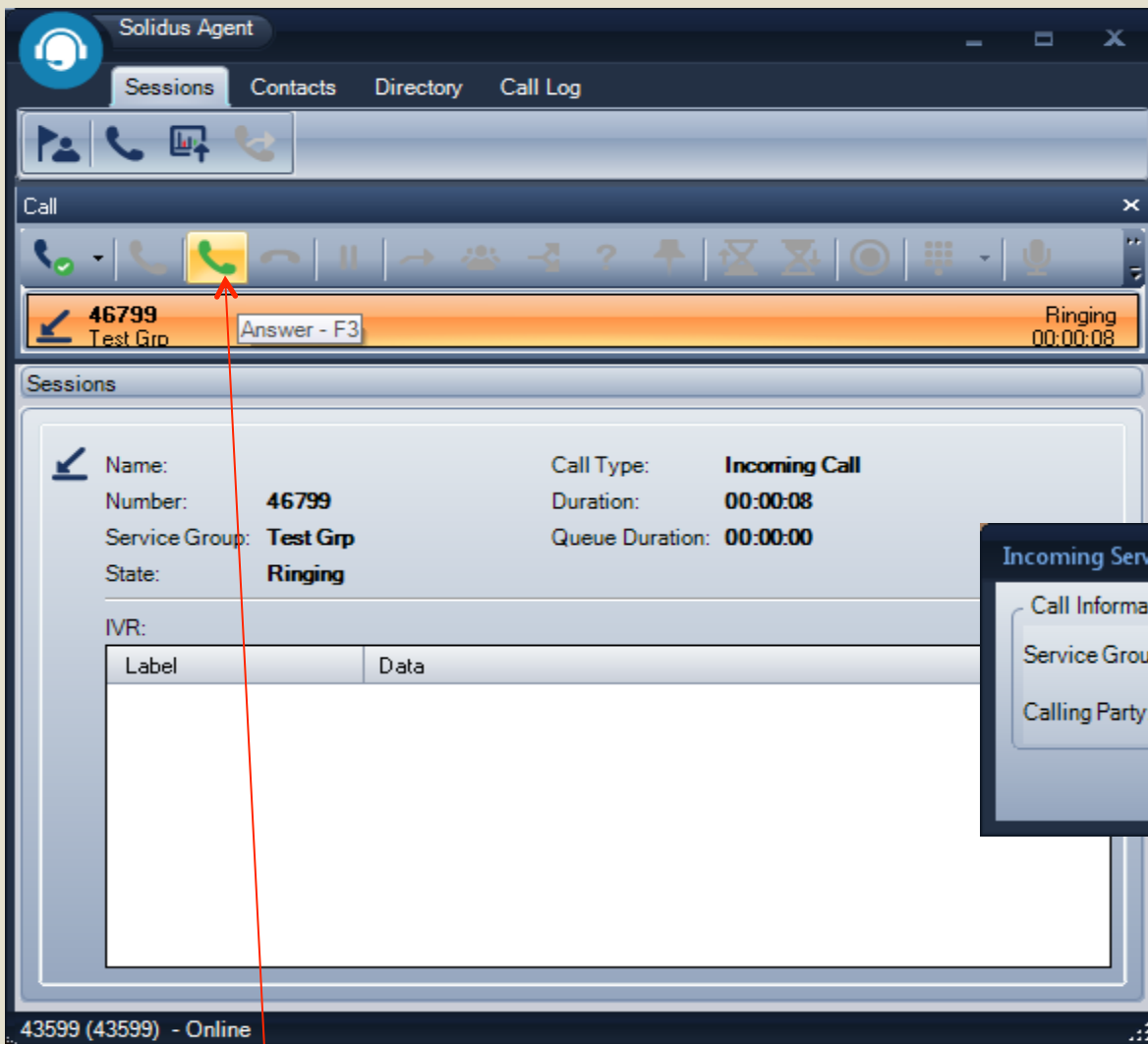
The screenshot shows a window titled "Real-Time" with a close button (X) in the top right corner. Below the title bar are three tabs: "Graphical", "Table", and "Personal Statistics". The "Table" tab is selected and highlighted. Below the tabs is a "Select Groups" button with a bar chart icon. The main area of the window contains a table with the following data:

Service Group	Queue	Wait	Service Level %	Idle	Busy	Partially Busy	Busy Other	Not Ready
Test Grp	0	00:00	100	1	0	0	0	0

Select **TABLE**.

Adjust window to size. Move Real-Time window as desired.





Incoming ACD group call. Agent will hear phone ringing. Answer options are:

- pickup phone handset
- click the green handset (press F3 on your keyboard)
- Click the Answer button using the computer mouse
- the Enter key on your keyboard.

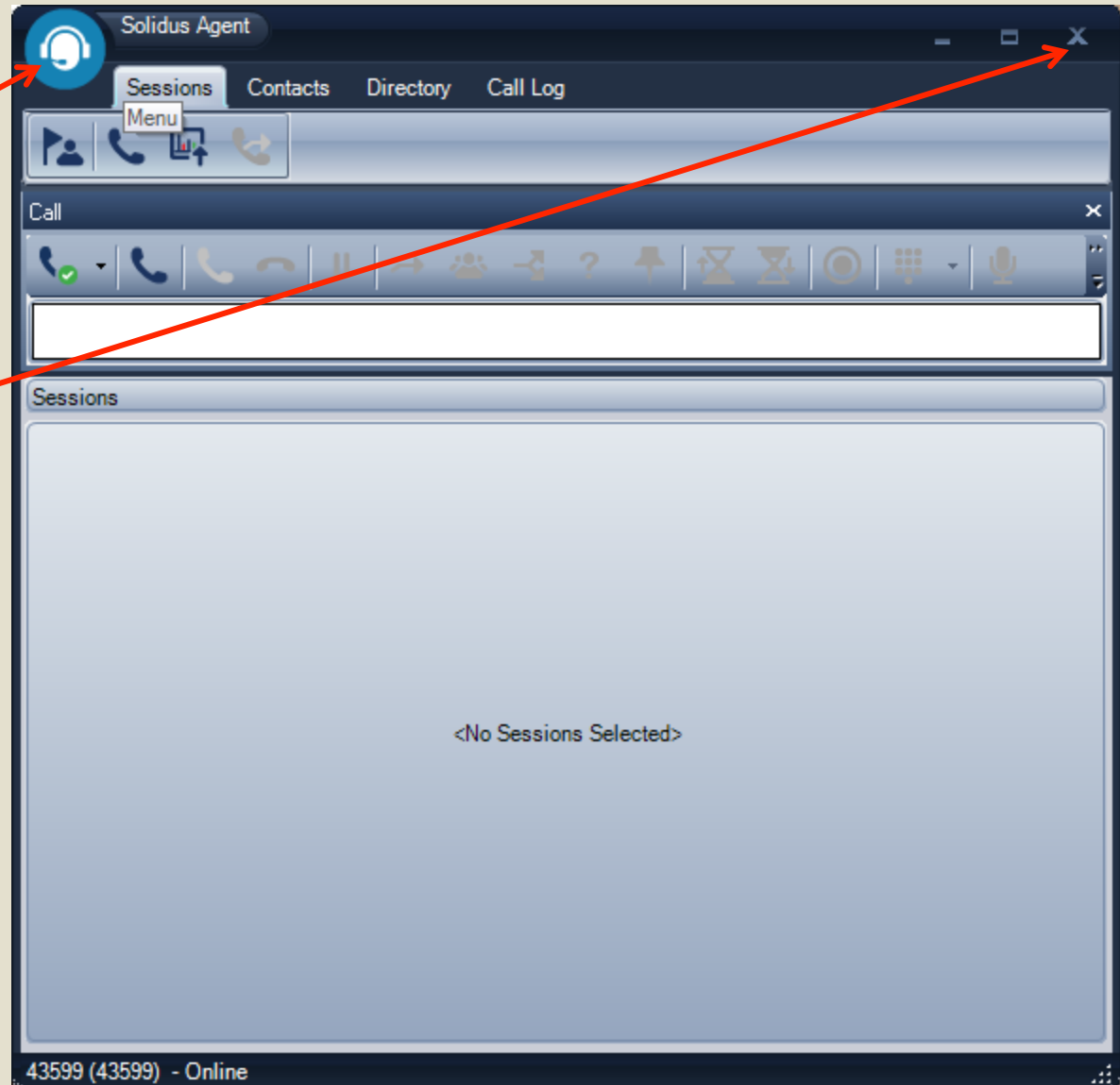
# Agent logoff

To logoff:

1. Click on the Menu Icon  
Click on Exit

Or

2. Click on the X to close the  
Solidus Agent screen



# Phone Agent

*Phone Agents can be agents who do not have access to the Solidus Agent client or their computer is not working. Phone Agents can log on using the Logon Script for Phone Agents.*

*To log on as a Phone Agent:*

- 1. Dial the Phone Agent logon device number : **11011***
- 2. When prompted Enter your PIN , press the Tone button/softkey or the 9 on your dial pad first. This is a must!  
Enter the Pin number. The PIN must be a numeric value.*
- 3. Press **1** to make yourself **Ready** to receive group calls.*

**Note:** *Agents should only log in when they are going to receive group calls. Agents should not stay in a **Not Ready** state!*

- 4. To logoff, repeat step 1, listen to the prompt. Press the Tone button/softkey or the 9 on your dial pad first , press the “#”. A message stating that you are now logged off will be played.*

## Re-recording your ACD/Solidus group messages

Each message has an ID number and a password. OIT will provide you with the message ID and password.

- Dial **48199** to access the Message Recording Application
- Listen to the prompts for instructions
- To change or review your messages, you will need to enter the message ID number and password. **You must first press the TONE button or the digit 9 on the dial pad before you enter the message ID number.**