Agent logon

- **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. *

* 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 otherwise 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.
Click on **Select Groups**.
• Select your groups Name from the Available list.

• Move the group name to the Selected Name box.

• Click Ok.
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.**