Logging In and Management

If you do not have internet access, then you can log in to the system by telephone. In order to do this, your account needs to be setup with an agent number and a PIN with which you identify yourself to the system by phone.

To use the telephone service make sure you have the following data available:

- The customer account ID of your customer account (this information is only needed on some systems, please ask your system administrator if this information is required).
- Your Agent Number
- Your PIN for logging into the ACD

You phone into the service for logging into the system. This telephone number is provided to you by your system administrator. Listen to the voice prompts and enter the data which is requested.

Using the login service, you can perform the following administrative actions (assuming the rights to use the relevant function have been assigned):

- Log into the ACD using a telephone short code
- Log into the ACD using free seating, i.e, you determine the number on which you will be available yourself.
  If you input the number without a leading 0, then the system assumes the number is a E.164 number and uses this number unchanged.
  If you input the telephone number with a *single* leading 0 then the system assumes it is a national number and removes the 0 and adds the country code.
  If you input the number using *two* leading zeros, the system assumes it is an international number and removes the leading zeros.
- Listen to your current telephone number
- Change your current telephone number
- Listen to or change your current status
- Increase your post call interval, assuming you are currently in post call
- Listen to and record voice prompts in the system
- Change your PIN
- Logout of the ACD