

# ACD Phone Queue CheatSheet™

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## Log In

1. Use the **up/down keys** to scroll to the second menu screen.
2. Press the **Log In** key.
3. Enter your 7-digit ACD code **two times**. You will hear a double-tone.
4. Press the **AutoIn** button to begin receiving calls.

## Check the Queue

Press and hold the **QueueCall** button to see how many calls are currently in the queue, as well as the most recent wait time.

## Answering & Making Calls

Calls coming through your group's queue will display your queue's name in the caller ID. While logged into the queue, you can still receive personal calls. While on a personal call, however, you cannot receive incoming queue calls.

## After Call Work

After Call work begins the moment your call ends, and lasts for \_\_\_ seconds. Do the following to extend your time:

1. Press the **AfterCall** button.
2. Press the **AutoIn** button when you are ready to receive calls again.

## Aux Work (Not Ready)

1. Press the **Aux Work** button.
2. Enter the appropriate Away Code (*see below*).
3. Press the **AutoIn** button to receive calls again.

Event	Away Code	Event	Away Code
Break	1	Patient/ Followup	6
Admin	2	Procedure/ Training	7
Meeting	3	Away	8
Insurance	4	Lunch	9
Provider/ Personal	5		

## Log Out

1. Use the **up/down keys** to scroll to the second menu screen.
2. Press the **Log Out** button.