

Agent Status (for ACD Call Groups)

sipXecs 4.4.0 and earlier

If you are a member of an ACD call group, the system must be aware of your presence in order to route ACD calls to your extension.

Signing In

By default, an ACD user is signed out until they sign themselves in by either:

- Dial ***88** or
- Log into the user portal, click **Agent Availability**, and click **Sign In**

Signing Out

If an ACD user needs to leave, take a break, go to lunch, go home, etc., then they will need to sign out. You may sign out by either:

- Dial ***86** or
- Log into the user portal, click **Agent Availability** and click **Sign Out**