

Avaya 9621g Quick Reference Guide

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Answering and calling. Answering a call when you are on another call. 1. Tap the new call line. The deskphone places the first call on hold. 2.

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The Top line display, Agent Status line, and Agent Information line are also visible when viewing the Features screen. © Avaya one-X Deskphone SIP Call Center Agent 9621G and 9641G User Guide August 2012... Page 10: Quick Touch Panel Options

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The 9611G, 9621G, and 9641G Deskphones display colored icons. The 9608 Deskphone displays black and white icons. Agent Work Mode shows Agent Status shows Icon area shows What this means: Auto or Man You are ready to receive DAC or ACD calls. Auto or Man Incoming You have an incoming non-ACD or non-DAC call. Table continues... Agent Work Mode shows Agent Status shows Icon area shows

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