HOME AGENT Application
Summary of Commands for Home Agents *555-035-706*

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HOME AGENT™ Application
Summary of Commands for Home Agents

The following table alphabetically lists the commands, the buttons you press to enter them, and a brief description of each command.

Command	Press	Description
Add Skill	* 1 4	Allows you to add a skill if you are a G3V3, G3V4, or DEFINITY ECS EAS agent.
After Call Work (ACW) Mode	* 3	Home Agent stops sending you calls, so you have time to do paperwork or other tasks related to the previous call if you are a G1, G3, or DEFINITY ECS agent.
Auto-In Work Mode	* 2 (* A)	Home Agent sends you another call as soon as you release the previous call.
Auxiliary (AUX) Mode	* 9 (* X)	Home Agent stops sending calls to you so you can take a brief break.
Conference	* 1 2 (* 1 C)	Allows you to add a third party to an active call.
Help	* 4 (* H)	Plays an announcement that lists available commands or actions.
Logout	* 5 (* L)	Logs you out of Home Agent.
Malicious Call Trace	* 1 6 (* 1 M)	Begins tracing the call you're on if you are a G2 agent.
Manual-In Work Mode	* 6 (* M)	After you release each call, Home Agent puts you into the ACW mode until you enter the command for manual-in or auto-in.
Place Call	* 1 1	Allows you to place a call.
Query	* 1 3	Announces the mode you are currently in (auto-in mode, manual-in mode, ACW mode, or AUX mode).

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Command	Press	Description
Recall	✷ 1 7 (✷ 1 R)	Allows you to reconnect to a call that has been placed on hold or to drop a third party from a conference call while remaining connected to the caller.
Release	✷ 7 (✷ R)	Disconnects you from a call.
Remove Skill	✷ 1 5	Allows you to remove a skill if you are a G3V3, G3V4, or DEFINITY ECS EAS agent.
Supervisor Assistance	✷ 0	Allows you to dial your supervisor.
Touch-Tone Passthru (TTPT) enable	✷ 1 8	Allows you to enter touch tones that are to be interpreted by a voice response unit (VRU) or voice mail facility.
Touch-Tone Passthru (TTPT) disable	✷ 1 9	Returns you to the previous work mode so you can again enter Home Agent commands.
Transfer Caller	✷ 8 (✷ T)	Allows you to transfer a call to another extension.