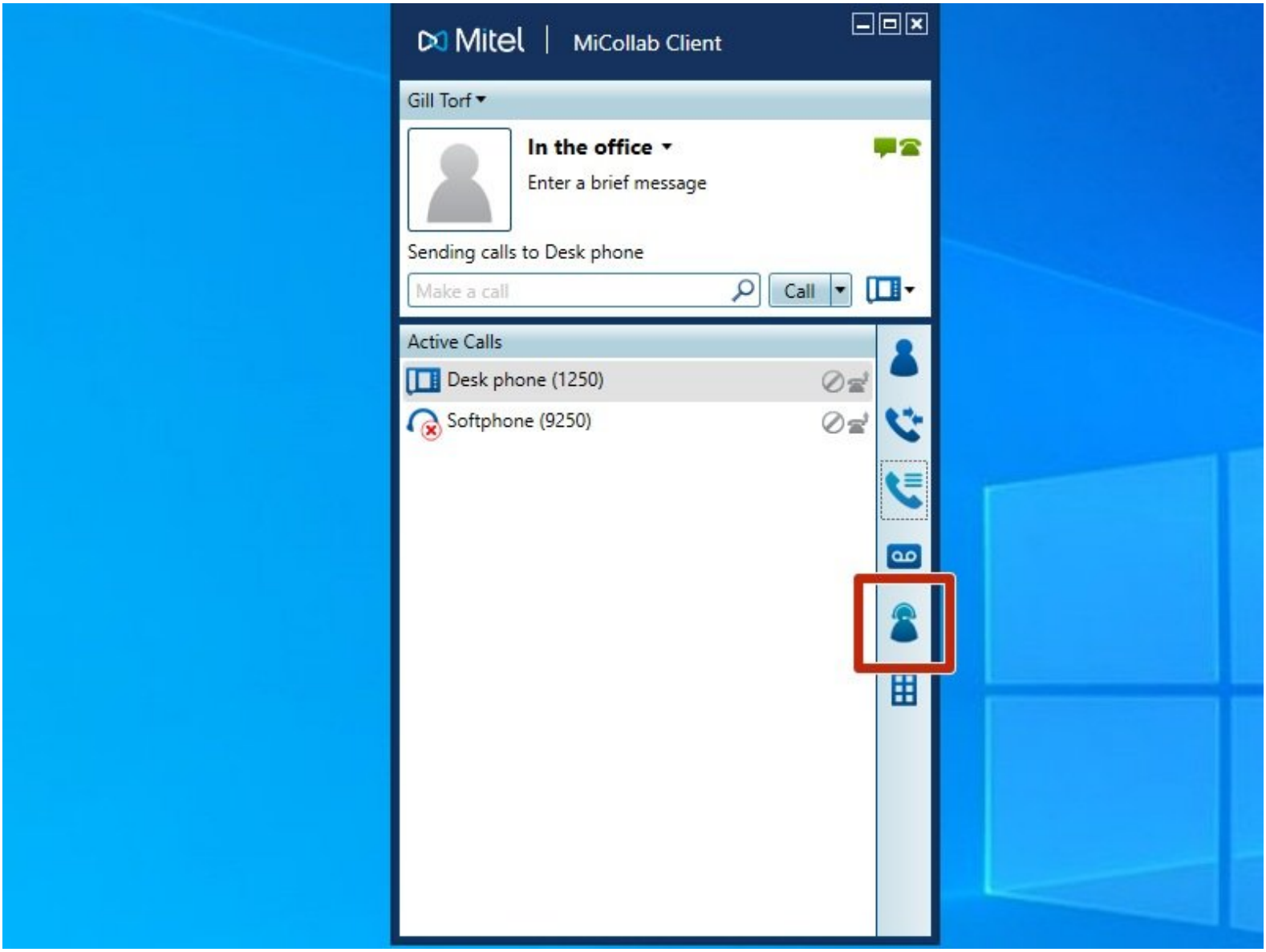
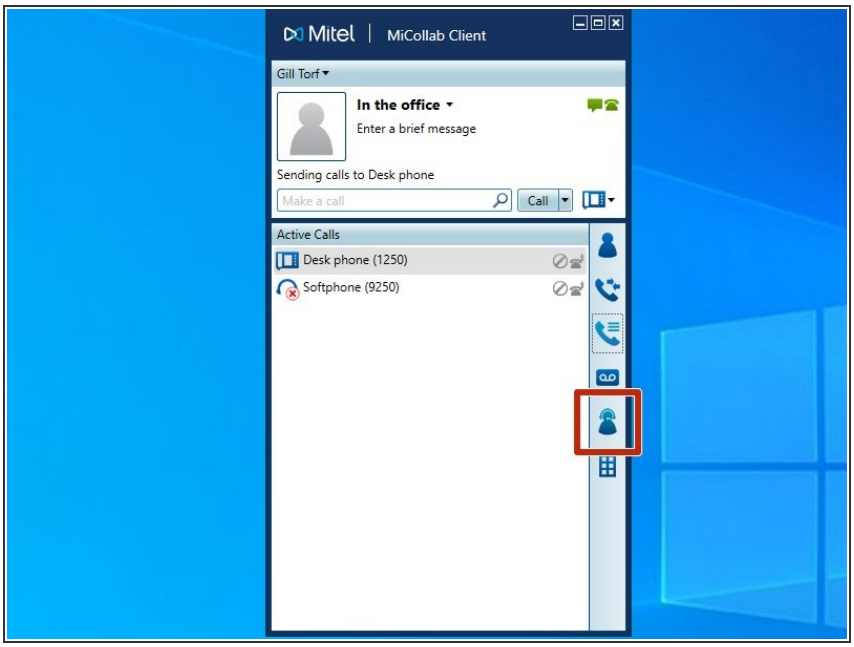
How to Receive Calls

Written By: Brendon Welch

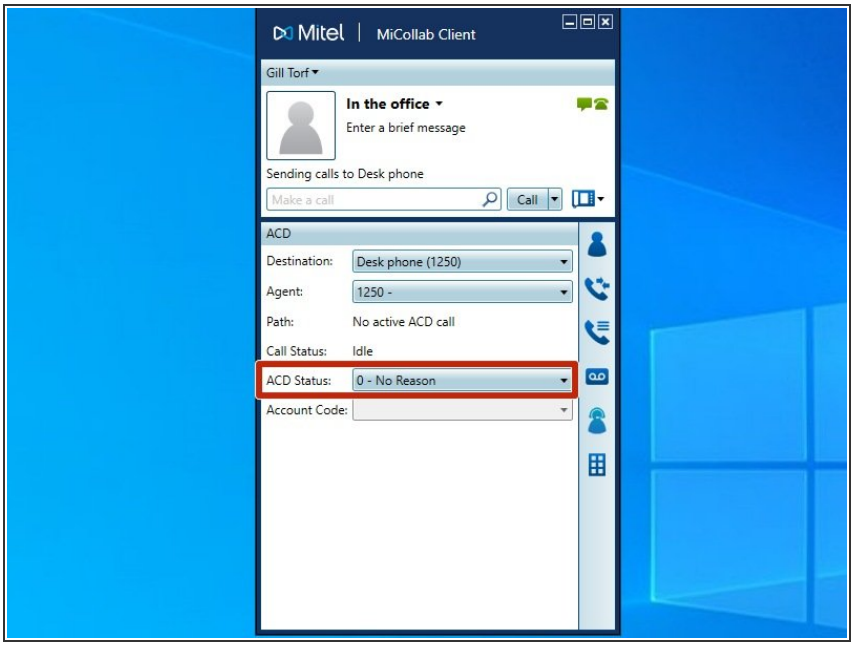


Step 1 — How to Receive Calls



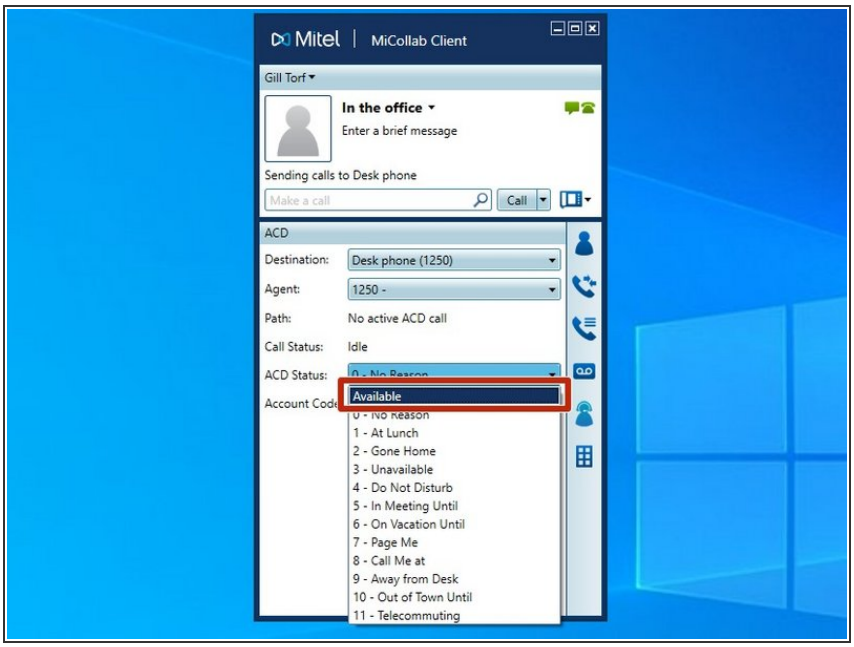
- Click the **ACD** icon listed on the right side of the MiCollab application

Step 2



- Click **ACD Status**

Step 3



- Click **Available** to start receiving incoming calls.

ⓘ You can choose any other ACD Status based on the nature or reason you are away from your desk. You will only receive phone calls when set to **Available**

© 2024