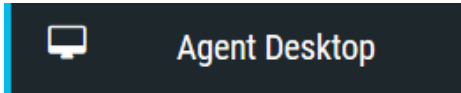


Agent Desktop Quick Start Guide

Agent Login:



-Navigate to contact center portal: <https://portal.ccone.net>

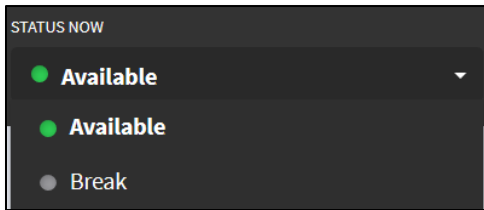
-Click "Agent Desktop" in the left sidebar. You might need to click the options button icon in the top left corner to expand the sidebar.



-Enter the number (US format) to which you want to receive calls. (e.g. your desk phone number or cell phone).

A form titled "Submit Dial Number and Team". It has a "DN" field with the value "17202223333" and a "TEAM" dropdown menu with "Sales Team" selected. There are radio buttons for "US Format" (selected) and "Other". A "Save Changes" button is at the bottom right.

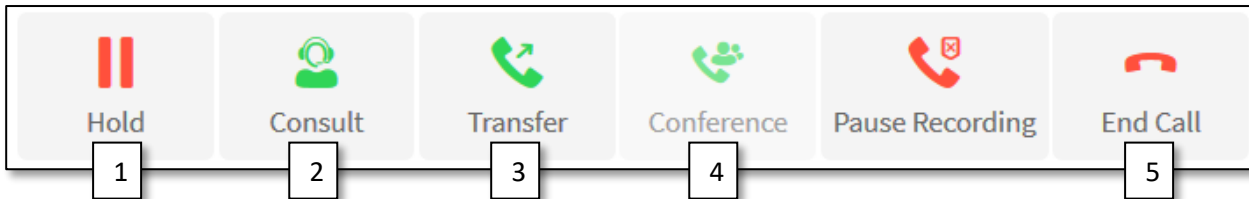
-Choose a team then click "Save Changes" to login.



-Set your status to "Available".

-Answer calls by picking up your headset.

Call Controls:



1. Click "Hold" to put a call on hold and then "Resume" to go back to the caller.
2. Clicking "Consult" automatically puts your call on hold. You would then choose an agent or queue to call and consult. While consulting, clicking "Transfer" would send your call to the consultant or you can click "Resume" to return to your original call.
3. Click "Transfer" to transfer a live call. You will get a pop-up where you can choose a specific available agent, queue or you can enter a phone number in DN to receive the transfer.
4. If you have a call on hold and you're consulting with another agent, you can use the "Conference" button to join everyone together on the same call.
5. Hang up your physical phone or click End Call to end the call.

Outbound Calls:



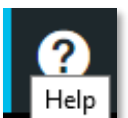
Change status from "Available" to an idle code.

Click the dial pad icon in the left sidebar to place an outbound call.

Enter destination number then click the blue telephone button to place the call.

Be sure to include a 1 and the area code in the number.

Your phone will ring first; answer it and the system will then call the destination.



*The Help button in the left sidebar is very informative if you need additional instructions.