



Omni Channel Contact Center Agent Software - Quick Reference Guide



Contact center features and details may vary. Should you have any questions, please speak with your system administrator or Telesystem directly.

Before you get started, you must know your company's account ID and your own username and password. If you do not know this information, contact your system administrator or Telesystem for details.

My Unique Account Information:

Account ID: _____

Username: _____

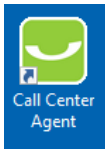
Password: _____

Installing the Agent Software

Visit the omni channel contact center page at www.telesystem.us for the current agent software downloads.

Logging into the Agent Interface

Agents must **log into the contact center system** to make and receive calls through their assigned queues.



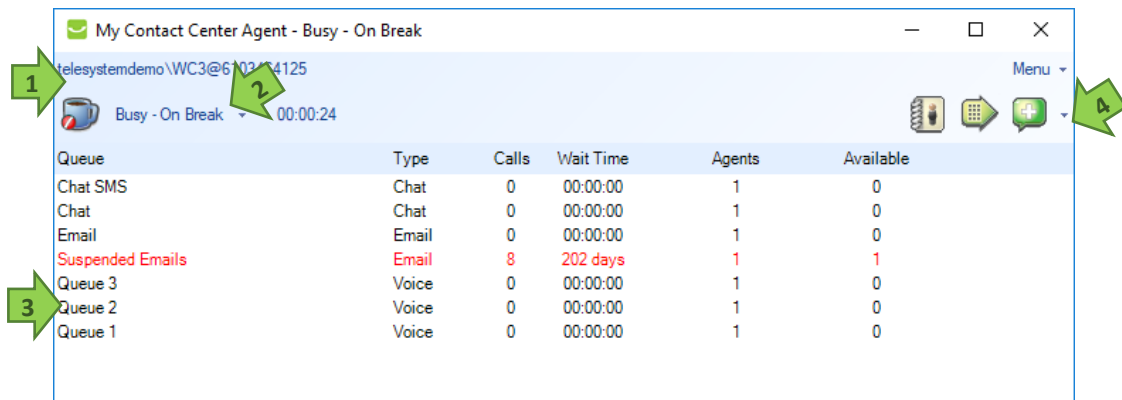
To log in:

- Launch the *Call Center Agent* software
- Input agent *username, password, and telephone number*
- Click *Sign In*



Getting Acquainted with the Agent Interface

After logging in, the agent will see the web interface:



Information includes:

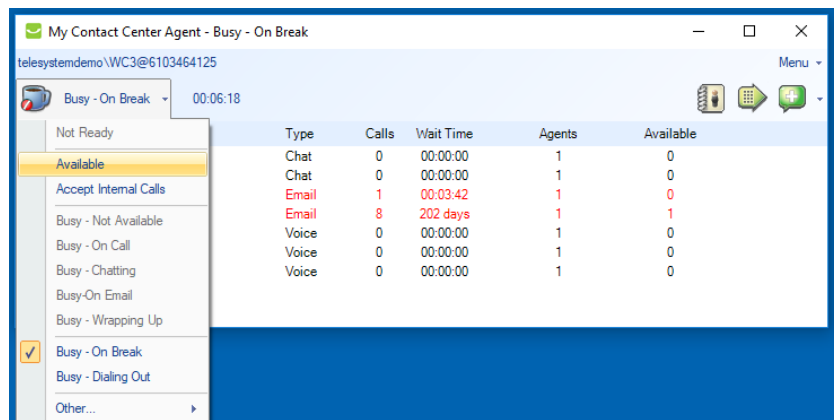
1. The logged in agent username and 10-digit phone number. Be sure this phone number is where you want to receive calls.
2. **Agent status** button and status **timer**. The button indicates the current status and allows the agent to change it. The timer is the length of time the shown status has been active.
3. **Queue list** and information. The names of all queues the agent's supervisor has enabled for the agent will appear in this list followed by the queue type, number of calls waiting to be handled and the longest waiting call, number of agents logged in for the queue, and the number of available agents for the queue.
4. Additional agent options:
 - **Phone Book** can be used to view any contact names and numbers the supervisor has loaded to the system.
 - **Dial Out** is used to initiate an outbound call.
 - **Chat** is used to initiate a chat with another logged-in agent.
 - **Menu** gives access to the current call session *statistics*, *screen options*, and allows them to *exit* (sign out) the contact center.

Agent Availability

Agents can signal their availability for communication with the *Availability Status* drop down box at the top of the screen. To receive calls, agents must be in **Available** status.

Click the agent status button once to quickly change status to **Available**.

Alternately, click the arrow to view the agent status drop down to choose an **unavailability** reason when you are not ready to take any calls, chats, or emails from the contact center.




Taking and Making Calls

When receiving a call through the contact center, your phone will ring and the call center interface will show the caller ID of the caller and queue that is calling.

To accept an incoming call, answer your phone.

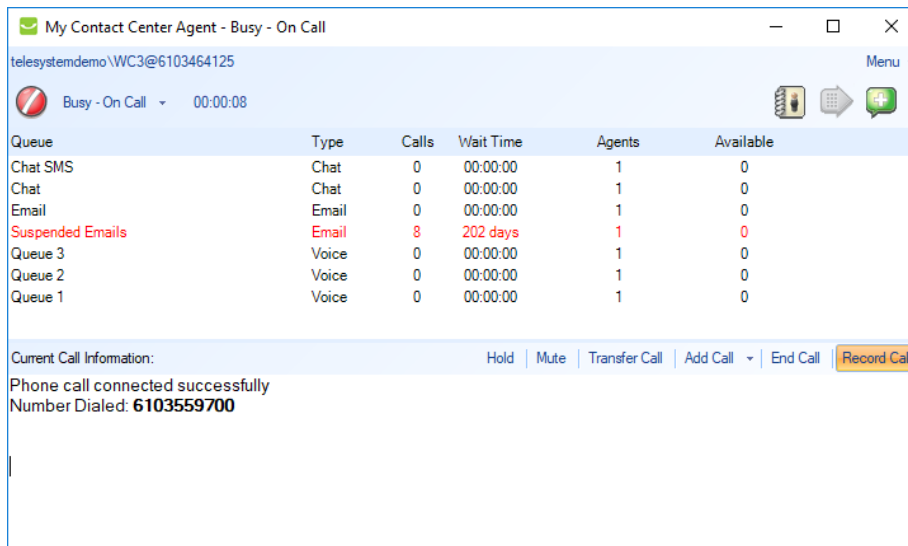
The software will automatically adjust your status to *Busy-On Call*.

To make an outbound call through the call center:

- Click the *Dial Out*  button.
- If multiple caller IDs are available to choose, pick the appropriate one from the list.
- Enter the 10-digit number to call in the *destination* field.
- Click *OK*.
- Your phone will ring. When answered, the call will be sent to the *destination* phone number.

While on a contact center call, be sure to use all call handling features via the software.

Call handling features that may show in the web interface while on a call:



The screenshot shows a web interface window titled "My Contact Center Agent - Busy - On Call". The user's status is "Busy - On Call" with a timer at "00:00:08". A table displays queue statistics:

Queue	Type	Calls	Wait Time	Agents	Available
Chat SMS	Chat	0	00:00:00	1	0
Chat	Chat	0	00:00:00	1	0
Email	Email	0	00:00:00	1	0
Suspended Emails	Email	8	202 days	1	0
Queue 3	Voice	0	00:00:00	1	0
Queue 2	Voice	0	00:00:00	1	0
Queue 1	Voice	0	00:00:00	1	0

Below the table, the "Current Call Information" section shows: "Phone call connected successfully" and "Number Dialed: 6103559700". Call handling buttons include "Hold", "Mute", "Transfer Call", "Add Call", "End Call", and "Record Call".

- **Hold**- place caller on hold
- **Mute**- silence your side of the conversation while listening to your caller.
- **Transfer**- press then follow the available options to perform a blind or controlled transfer to a telephone number or queue.
- **Add**- add a third party to your phone call
- **End**- hang up the call
- **Record Call**- turn off/on voice recording