



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

### My Unique Account Information:

Account ID: \_\_\_\_\_  
Username: \_\_\_\_\_  
Password: \_\_\_\_\_

### Logging into the Agent Interface

Agents must **log into the contact center system**.

Please enter your credentials

Username:

Password:  [Forgot your password?](#)

Phone Number:

Use the unique account information you filled in above to log in as follows:

- Point your browser to: <https://<accountid>.mycontactcenter.net/CCA>
- Input your *username* and *password*
- Click *Sign In*

Please note that your account ID and credentials referenced above will be unique to you and your company. Please contact Telesystem or your system administrator for details.





### Getting Acquainted with the Agent Interface

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

user@6475552323 Available 0:00:14

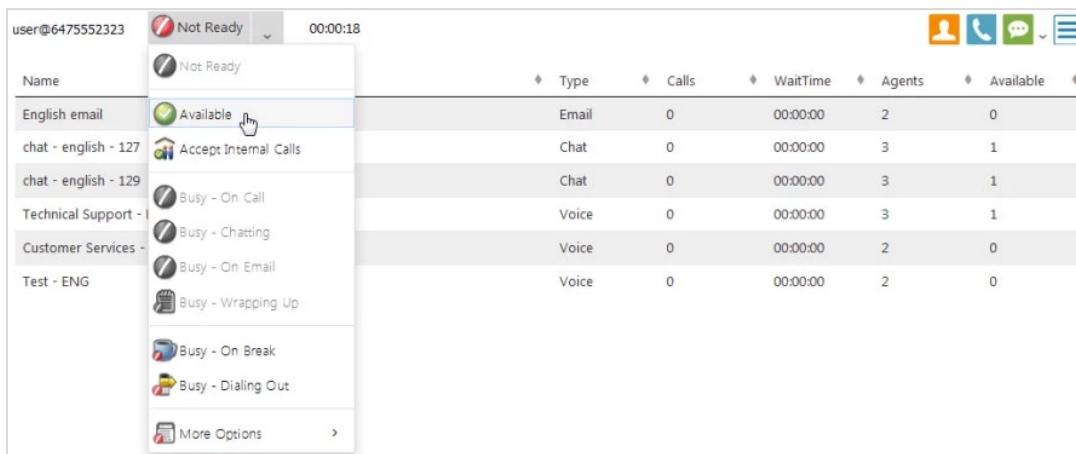
Name	Type	Calls	WaitTime	Agents	Available
English email	Email	0	00:00:00	3	2
chat - english - 127	Chat	0	00:00:00	4	3
chat - english - 129	Chat	0	00:00:00	4	3
Technical Support - ENG	Voice	0	00:00:00	4	3
Customer Services - ENG	Voice	0	00:00:00	3	2
Test - ENG	Voice	0	00:00:00	3	2

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** may be clicked to view any contact names and numbers the supervisor has loaded to the system.
  -  **Dial Out** button is used to make a call.
  -  **Chat** button is used to initiate a chat with another logged-in agent (if enabled).
  -  **Menu** button gives the agent access to the current call session *status* and allows them to *sign out* of 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**.

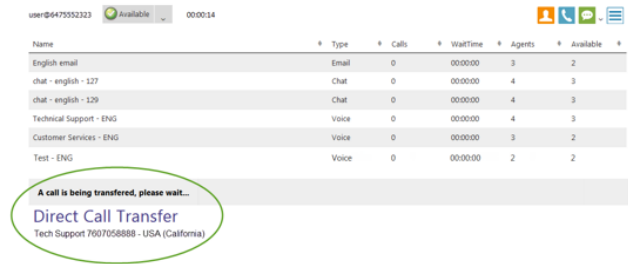
Alternately, click the arrow to view the agent status drop down to choose an **unavailability** reason when you are not ready to take any calls, chats, or emails from the contact center.

## 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 (see example to the right).

**To accept an incoming call, answer your phone.**


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



The screenshot shows a user interface for a contact center agent. At the top, the user is identified as 'user@6475552323' with a status of 'Available' and a timer at '00:00:14'. Below this is a table with columns: Name, Type, Calls, WaitTime, Agents, and Available. The table lists several categories: English email (Email, 0 calls, 00:00:00 wait time, 3 agents, 2 available), chat - english - 127 (Chat, 0 calls, 00:00:00 wait time, 4 agents, 3 available), chat - english - 120 (Chat, 0 calls, 00:00:00 wait time, 4 agents, 3 available), Technical Support - ENG (Voice, 0 calls, 00:00:00 wait time, 4 agents, 3 available), Customer Services - ENG (Voice, 0 calls, 00:00:00 wait time, 3 agents, 2 available), and Test - ENG (Voice, 0 calls, 00:00:00 wait time, 2 agents, 2 available). Below the table, a notification box states 'A call is being transferred, please wait...' and 'Direct Call Transfer Tech Support 7607058888 - USA (California)'.

Name	Type	Calls	WaitTime	Agents	Available
English email	Email	0	00:00:00	3	2
chat - english - 127	Chat	0	00:00:00	4	3
chat - english - 120	Chat	0	00:00:00	4	3
Technical Support - ENG	Voice	0	00:00:00	4	3
Customer Services - ENG	Voice	0	00:00:00	3	2
Test - ENG	Voice	0	00:00:00	2	2

**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 will show in the web interface as follows:



The screenshot shows a call handling interface. At the top, it displays 'Nights477' and 'voice' with a timer at '00:00:00'. Below this is a section titled 'Current call information:' with a status of 'Phone call connected successfully' and 'Number dialed: 6105928263'. To the right of this section are several control buttons: 'Hold', 'Mute', 'Transfer Call', 'Add Call', a dropdown arrow, and 'End 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