Sage

Advanced Call Center
Quick Reference Guide

Cloud Voice by Sage

Logging In

In order to receive calls as part of a Call Center, you will need to log into the Call Center Agent application

1) Open the Call Center Agent program either from the desktop shortcut or the Start menu
2) Enter your login credentials in the window that opens
3) Confirm or change the Phone Number (this will typically be your direct number)
4) Click **Sign In**

My Contact Center Agent

metaswitch

eparks

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Forgot password

2254245025

SIGN IN

Server status   Connection settings   Version 12.4.14.20150

The Agent Window

My Contact Center Agent - Available

lacap\eparks@2254245025

Available ▾   00:13:21

Queue	Type	Calls	Wait Time	Agents	Available
Default chat queue	Chat	0	00:00:00	2	2
Default email queue	Email	0	00:00:00	2	2
Loan Officers	Voice	0	00:00:00	2	2
PALs	Voice	0	00:00:00	2	2

Current State
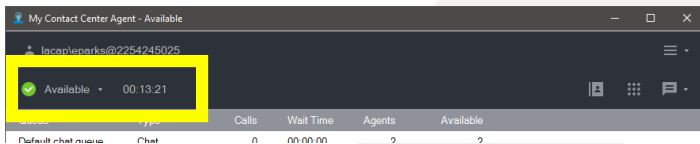
Available Queues

Queue Information
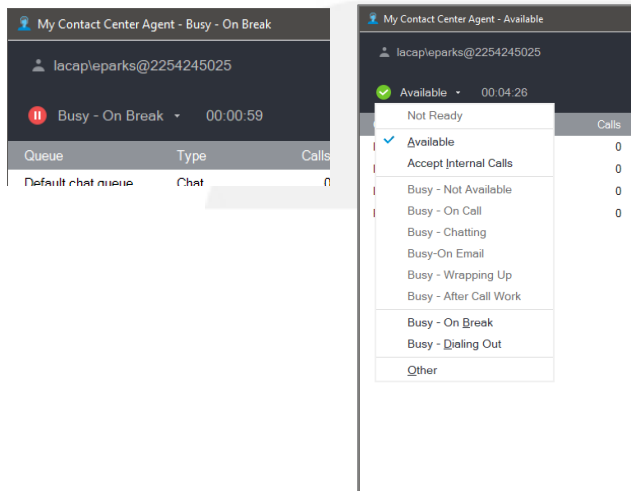
Menu

Chat

Outbound Dialer

Phonebook

Changing Availability

Once you are logged in, your Availability state will be indicated at the top-left of the window, right above the list of queues.

Note: You will only receive calls when you are in an Available state

Use the Availability button to change between states. The down arrow to the right gives you additional choices.

If you miss a call you are automatically put into a Not Ready state. Also, after a call is completed, you will automatically be put into a Wrap Up state. You can manually make yourself Available by clicking the Availability button.
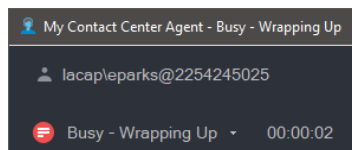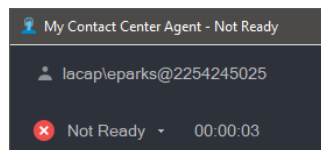
Receiving Calls and Call Control

When you are Available and are presented a call, the call will ring to your desk or softphone and you may answer it normally.

The queue the call is ringing to will display along with the caller ID of the caller.
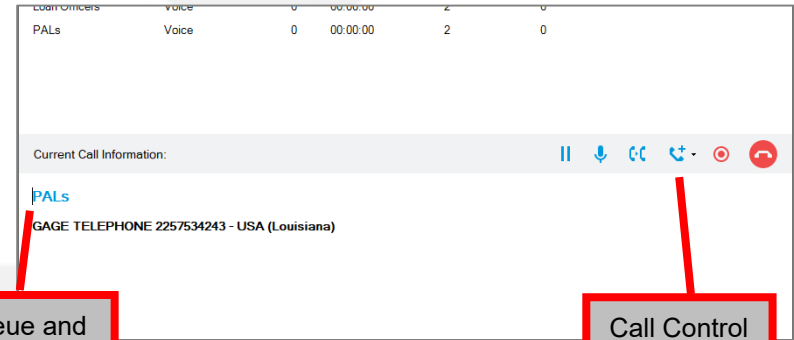
Queue and Caller ID

Call Control Buttons

When connected to a call, you will use the Call Control buttons throughout the life of the call. All your commonly used call control options are available within the Call Center Agent screen.

Hold

Mute

Transfer

Conference

End Call