



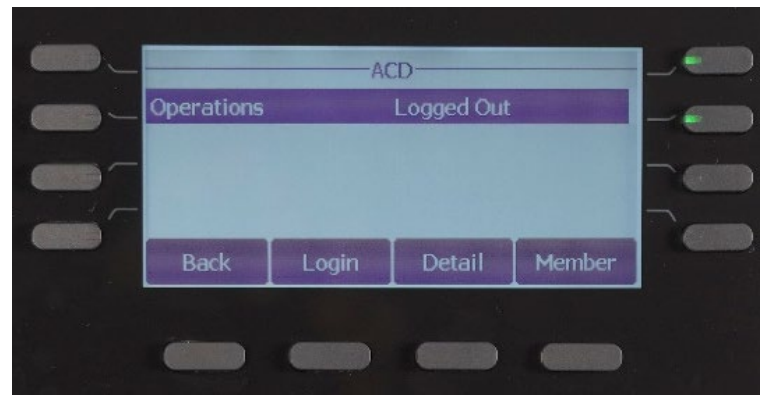
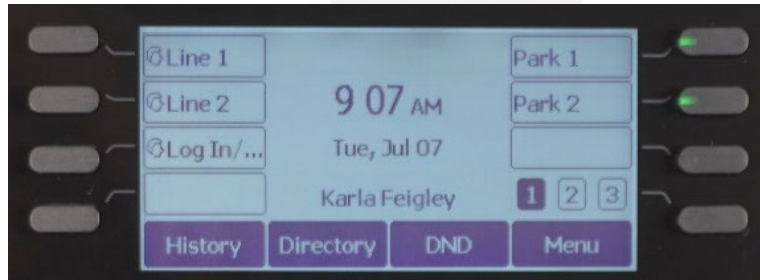
# Basic Call Center Quick Reference Guide



## Logging In and Out

In order to receive calls as part of a Basic Call Queue, you will need to log into the group first.

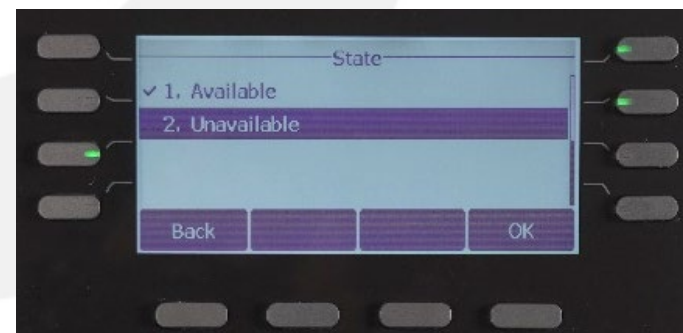
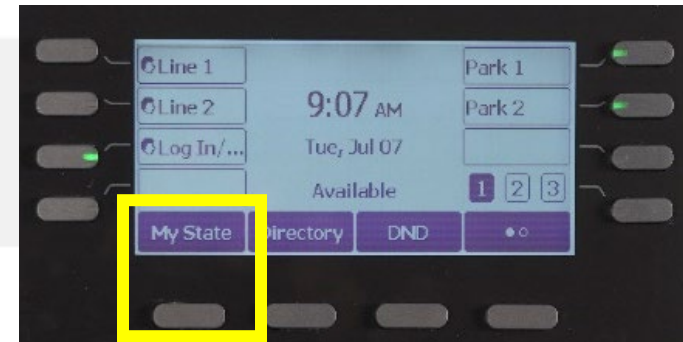
- 1) Press the **Log In/Out** key
- 2) Use the navigation buttons to highlight the queue.
- 3) Press the **Login** or **Logout** softkey depending on which is available
- 4) Your status will update in the display



## Changing Availability

When you are logged into a Basic Call Queue, you have the option to set yourself as Unavailable. In this state, you are still logged into the queue but you will not be sent a call as part of the queue.

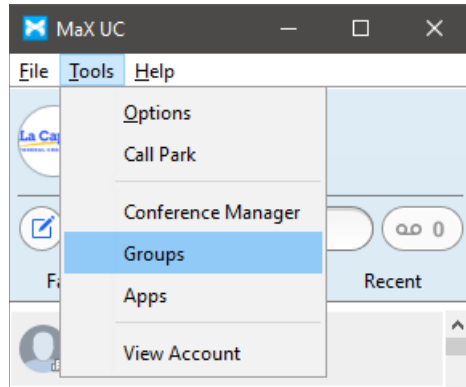
- 1) Press the **My State** softkey to bring up the *ACD State* screen.
- 2) Use the Navigation Buttons to select the state you wish to change to.
- 3) Press OK when finished



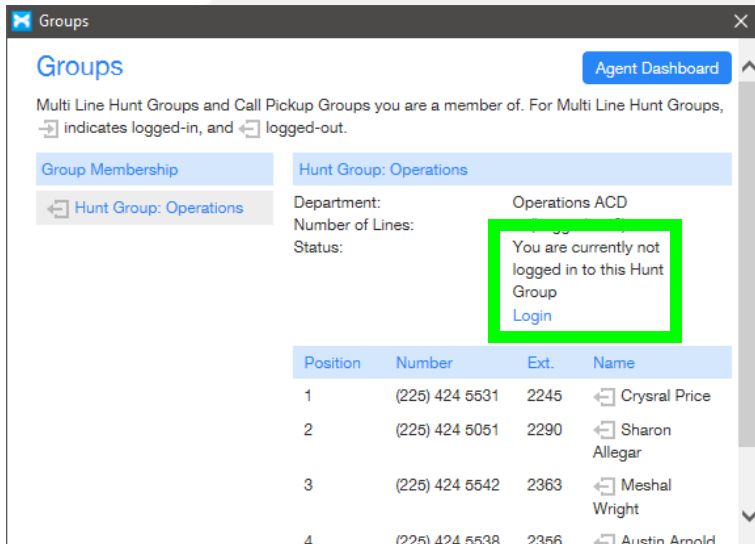
As you change your state, the information on the main Idle screen will update

## Logging In and Out

Logging in and out of a queue using the MaxUC client is accessed by going to *Tools > Groups* from the Menu bar.



- 1) Highlight the queue you wish to log into in the list on the left side of the screen
- 2) Click the *Login* or *Logout* link depending on which one is available
- 3) Your status will update in the window

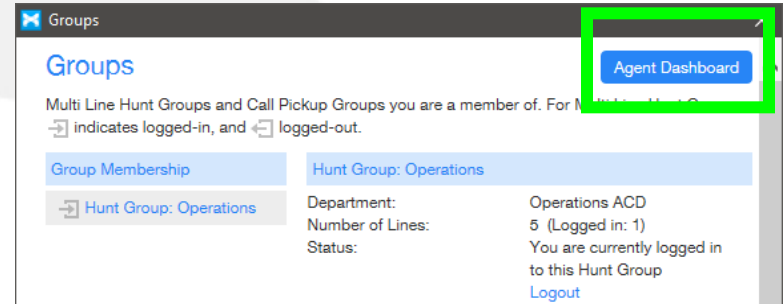


to give you visual indicators of your current State.

## Changing Availability

Changing your availability in the queue through the MaxUC clients is accessed by going to *Tools > Groups* from the Menu bar.

In the Groups window that opens, click the **Agent Dashboard** button located at the top-right of the window. A new web page will open.



In the Agent Dashboard webpage, use the Current State pull-down located at the top-right of the window to change your status.

