



Basic Center Agent User Guide

Table of Contents

Logging in and Out of Groups	2
Desktop Phone	2
MaxUC Client	3
Changing Availability.....	4
Desktop Phone	4
MaxUC Client.....	5

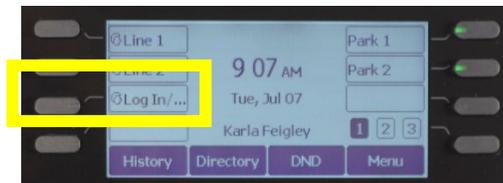
Logging in and Out of Groups

If you are a member of a Basic Call Queue, you will need to log in and out of the queues and change your availability depending on if you are able to take calls. This can be done on the desk phone or the MaxUC Client.

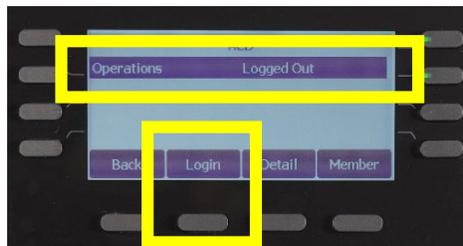
Desktop Phone

As a member of a Basic Call Queue, you will have some additional buttons on your phone to Log In and Out of the Queue.

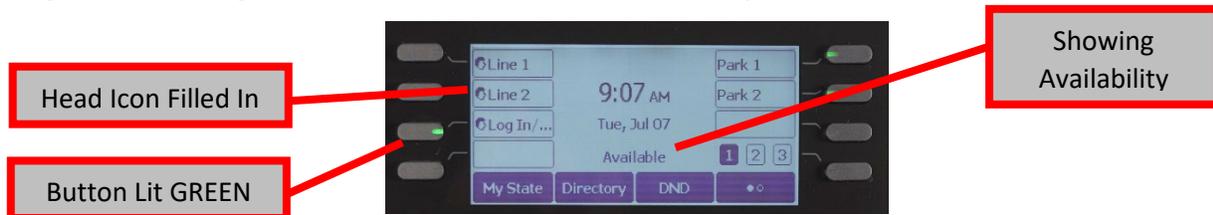
Below your Line keys in the display, you will see a Log In/Out button. Also, notice the icon next to the Line key is now the outline of a head.



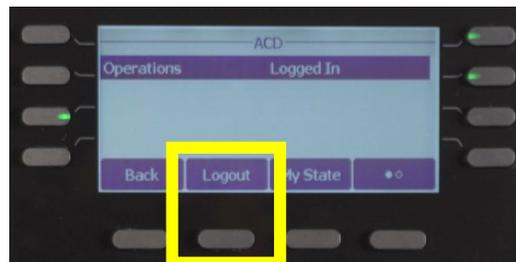
Press this button to bring up the Login Screen. You will see a list of all the ACD Queues to which you are assigned and your current status in the queue.



Press the Login softkey and the status on the queue will change to Logged In. On the main screen, the Login button will light GREEN and the icon next to the Line keys will fill in.

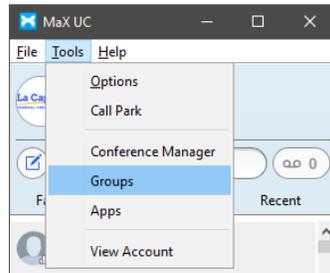


To Log Out of the queue, return to this screen and press the Logout softkey.

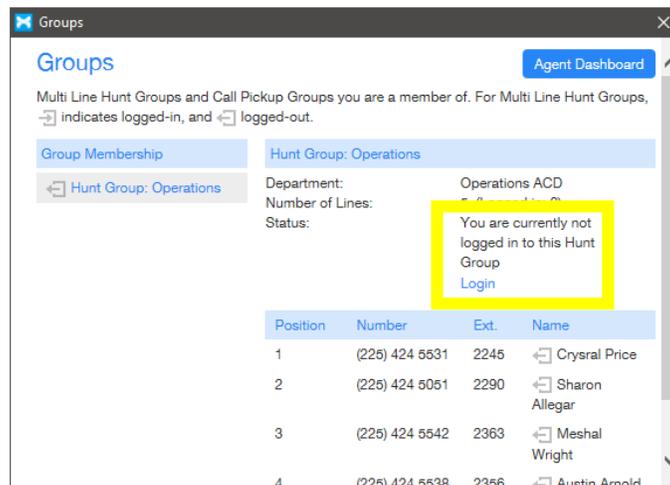


MaxUC Client

To Log In and Out of a Basic Call Queue within the MaxUC Client, go to Tools > Groups in the menu bar.

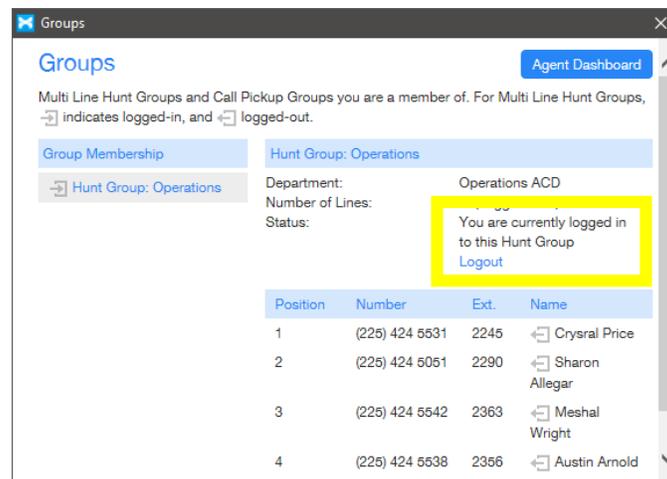


This will bring up a new window listing all the Groups you are assigned to listed on the left.



Select the Basic Call Queue you wish to log into, then click the Login link on the page. You will then be logged into the Call Queue.

To Log Out of a Call Queue, return to this same screen. Your status will indicate you are logged in and now see a Logout link. Click this link to Log Out of the Call Queue.



Changing Availability

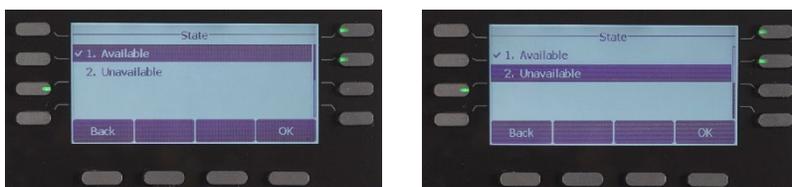
When you are logged into a Basic Call Queue, you can put yourself into an Unavailable state which will keep you logged into the queue but will not route calls to you. This is useful if you need to get up from your desk momentarily or you can't take calls but do not want to log out completely.

Desktop Phone

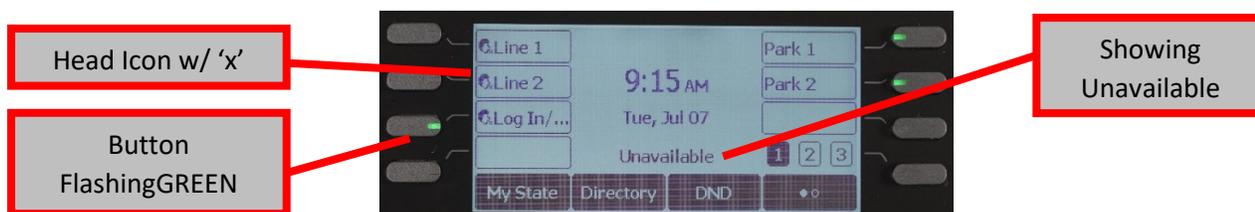
When you are logged into a Basic Call Queue, the softkeys at the bottom of the screen will change. You will now see a My State softkey.



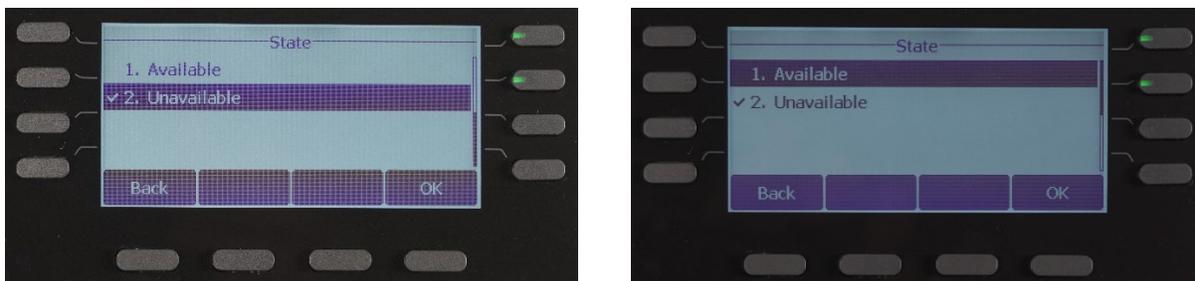
Pressing this key will bring up the Availability screen and you can change it to Unavailable. Use the Navigation Buttons to scroll between states and press OK when finished to commit your state.



When you are Unavailable, you will see several changes on the Main Screen. The Log In/Out button will now be flashing, the word "Unavailable" will show in the middle of the screen, and the head icons will show a small 'x' next to them.

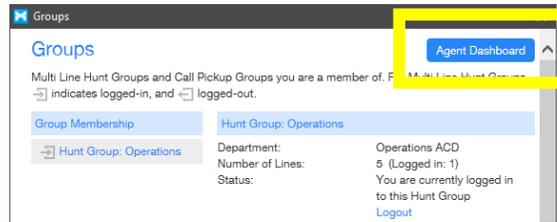


To go back to an available state, return to the My State softkey and change from Unavailable to Available.



MaxUC Client

Changing your Availability with the Basic Call Queues in the Max UC client is done by going to Tools > Groups in the Menu bar.



In the Groups window that opens, click the *Agent Dashboard* button to open a web page to the Agent Dashboard. You may also keep this page open to see the status of the Call Queue.

A screenshot of the 'Agent Status' web page. The page title is 'Agent Status' and it shows 'Logged in as: Karla Feigley'. At the top right, there is a 'Current state:' dropdown menu set to 'Available'. Below this, there is a section for 'Call Queues' with a table showing 'Operations' with 'Avg. Waiting Time' of '0:00', 'Callers Waiting' of '0', and 'Logged-in Members' of '1'. A 'Queue Status' dropdown is set to 'Logged In'. Red callout boxes with arrows point to these elements: 'Current State' points to the dropdown menu; 'Agents Logged In' points to the '1' in the 'Logged-in Members' column; 'Logged In Status' points to the 'Logged In' dropdown; 'Avg Wait Time of Calls' points to the '0:00' value; and 'Number of Calls Waiting' points to the '0' value.

Change your Availability by using the Current State pull-down found at the top-right of the page

