# Hosted Voice Call Center
## Agent Quick Reference Guide



## Agent Tasks

### Logging-in/ out of the Call Center

Call Center is hosted on BroadWorks and you access it over the network either from your phone or computer.

**To login to the Call Center:**

1.  Tap the **Login** icon on your display screen. **Available** will appear on your display screen.



**To logout of the Call Center:**

1.  Tap the **Logout** icon on your display screen. Available will disappear from your home screen.

### Shared Device

**To log into a Call Center Shared Device as the Host:**

1.  Tap the **Login** icon on your display screen. The following screen will appear:



2.  From the **User Host**, tap **On** from the drop down.
3.  Then tap **Login** at the bottom of the screen.

*Note: Tap on the keyboard to minimize the keyboard.*

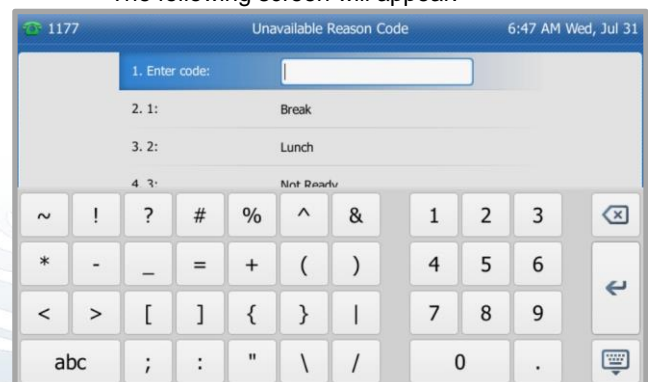**To logout of a Call Center Shared Device as the Host:**

1.  Tap the **Logout** icon on your display screen.
2.  A pop-up will appear asking *"Do you want to logout?"* tap **OK**. You have now successfully logged out!

**To log into a Call Center Shared Device as a Guest:**

1.  Tap the **Login** icon on your display screen.
2.  Enter the **User ID** (10-digit phone number, to include the 808).
3.  Next, enter your **Password** (numeric).
4.  Tap the **Done** icon. The following screen will appear:



You are now successfully logged in as a guest!
*Note: Your Agent number will appear on the top left of the display screen.*

**To logout of a Call Center Shared Device as a Guest:**

1.  Tap the **Logout** icon on your display screen.
2.  A pop-up will appear asking *"Do you want to logout?"* tap **OK**. You have now successfully logged out!

### Agent Automatic Call Distribution (ACD) Status

Your ACD state will allow you to manage your availability as a Call Center agent. If you need to leave your work station, you can update your ACD status to ensure no calls are delivered in your absence.

**To change your ACD Status to Unavailable:**

1.  Tap on the **Unavail** icon. The following screen will appear:

2. Tap the **Reason Code** for your unavailability.
3. Tap **OK** [OK icon] for your changes to be saved.

   **Unavailable** will appear on your display screen.



### To change your ACD Status to Available:

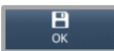1. Tap the **Avail** [icon] icon. You will now be able to receive inbound calls once again.

## Assigning a Disposition Code to a call

Disposition Codes will allow you to tag a call with the reason the caller was calling in. You can only assign Disposition Codes when your phone is in *Wrap up* mode.

### To assign a Disposition Code:

1. While in *Wrap up* mode, tap the **DispCode** [icon] icon.
2. The following screen will appear:



3. Tap on the Disposition Code to be assigned with the Call.
4. Tap **OK** [OK icon] for your code to be saved. Once saved, you will hear a confirmation announcement *"Disposition code accepted"*.

*Note 1: More than one code can be assigned to a call.*
*Note 2: If you hear the recording "Unable to enter Disposition Code", your timeframe in Wrap up mode has expired.*

## Call Recording

You can record calls manually or have the system automatically record your calls.

### To manually Record calls:

1. While on an active call, tap the **More** [More icon] icon.

2. Next, tap the **StartREC** [StartREC icon] icon.

3. The following screen will appear:



*Note: The contact image will have a Rec ⊙ icon appear on the bottom right side to indicate the call is now being recorded.*

Depending on your Call Rcording setting, you may have the ability to PauseREC, ResumeREC or StopREC on demand.

### To Pause a Recorded call:

1. While on an active call, tap the **More** [More icon] icon.

2. Next, tap the **PauseREC** [PauseREC icon] icon. The Call Recording has now been paused.

*Note: The contact image will now have a pause ⏸ icon to indicate the recording has been paused.*

### To Resume a Recorded call:

1. To Resume a Recorded call that has has been paused, tap the **More** [More icon] icon.

2. Next, then tap the **ResumeREC** [ResumeREC icon] icon. The Call is being recorded once again.

*Note: The contact image will display the Rec ⊙ icon to indicate the call is being recorded once again.*

### To Stop Recording a call:

1. While on an active call, tap the **More** [More icon] icon twice.

2. Next, tap the **StopREC** [StopREC icon] icon.
3. You will hear a confirmation announcement: *"Call recording has ended".* Your screen will return to it's original state: