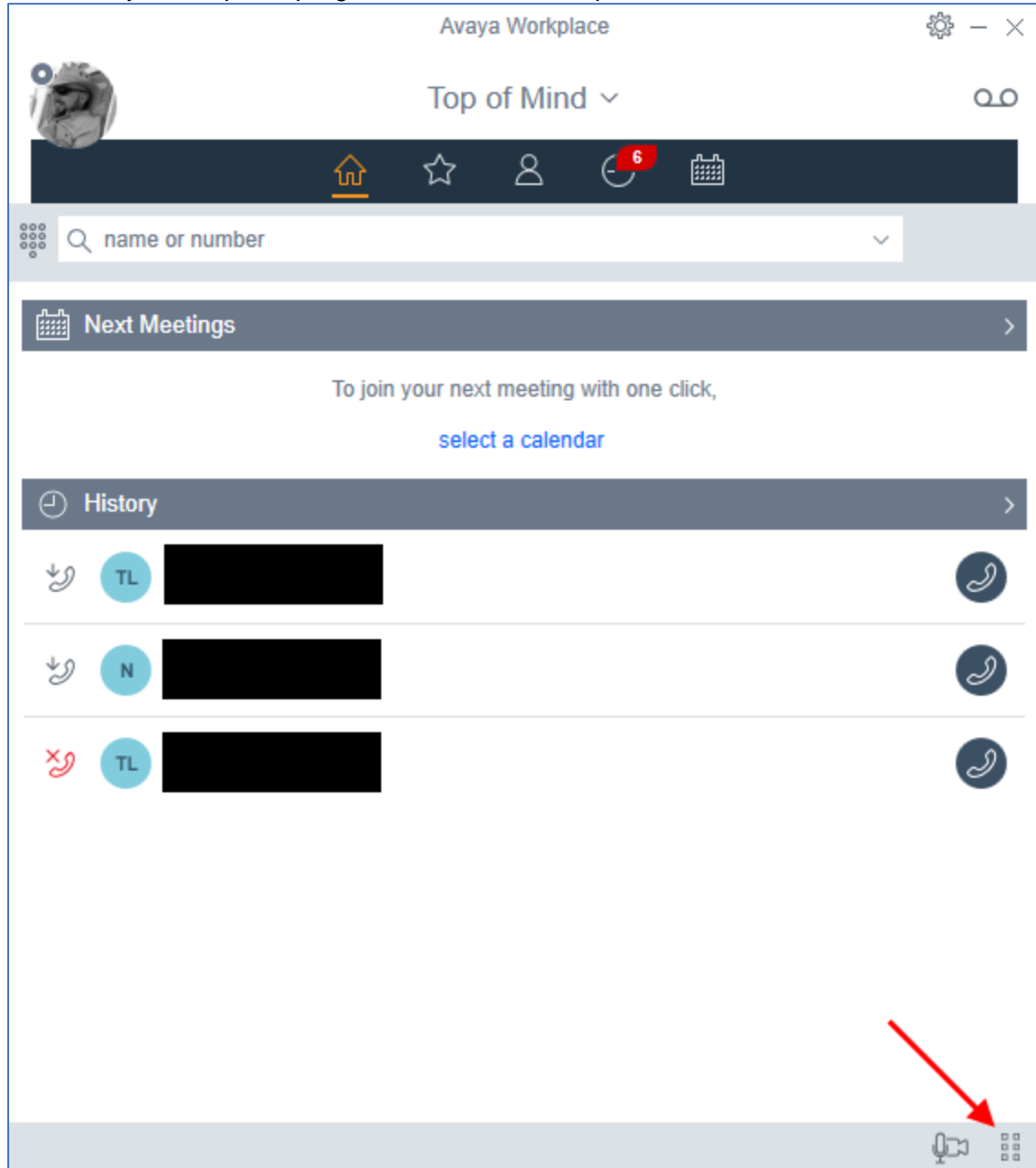


USNH Telecom Avaya Workplace Agent Login Guide

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How to log into call center

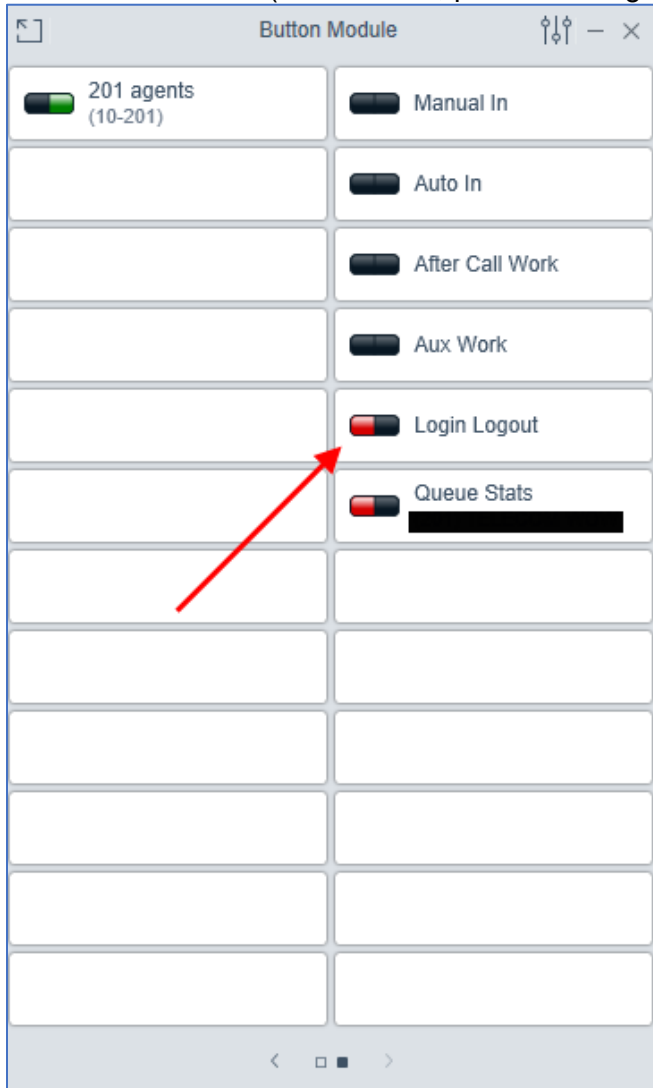
1. In the Avaya Workplace program, select the six square icon.



If you don't the center related buttons on the "Button Module", select the ">"- icon.



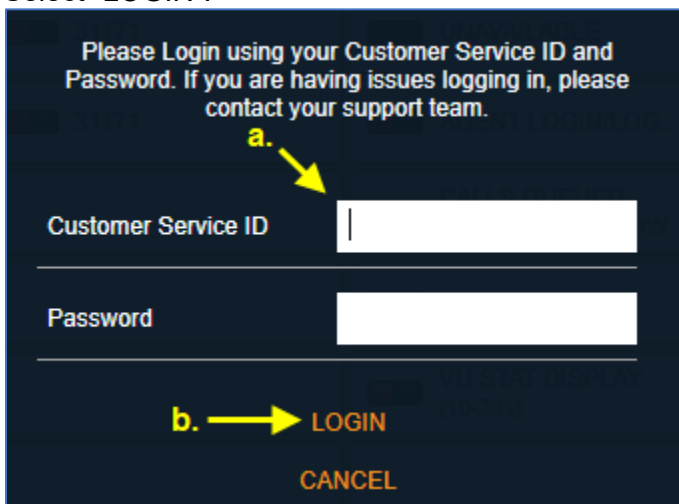
2. On “Button Module” (new window, press the “Login Logout” – button,



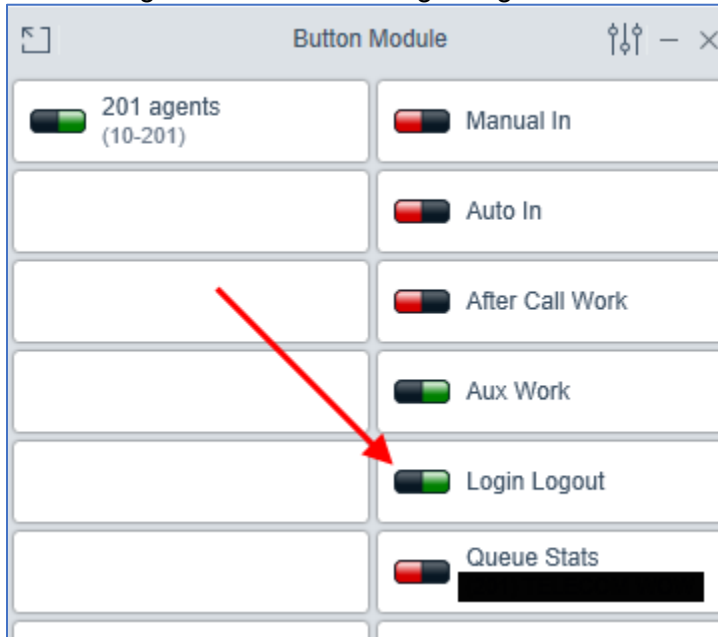
3. In the new window.

Please note: A password is not required.

- a. Enter your 5-digit call center login.
- b. Select “LOGIN”.



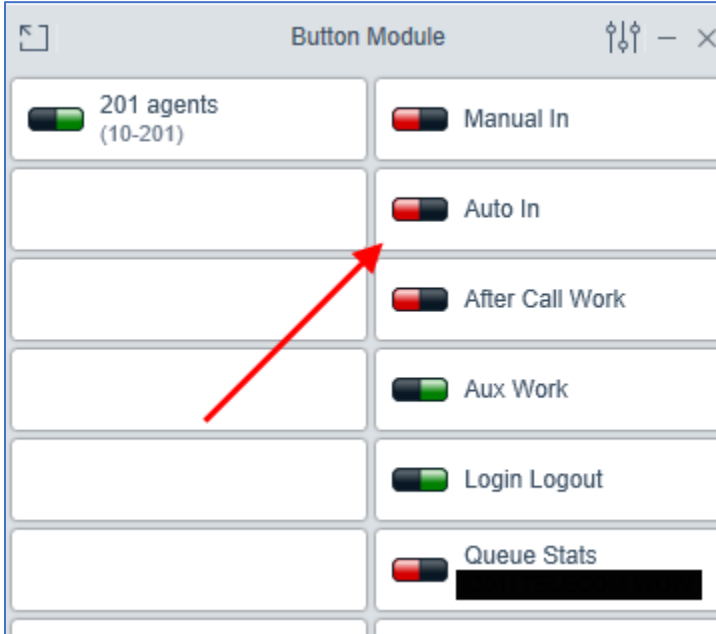
4. The black/green icon on the “Login Logout” – button indicates you’re logged in to the “call center” calls.



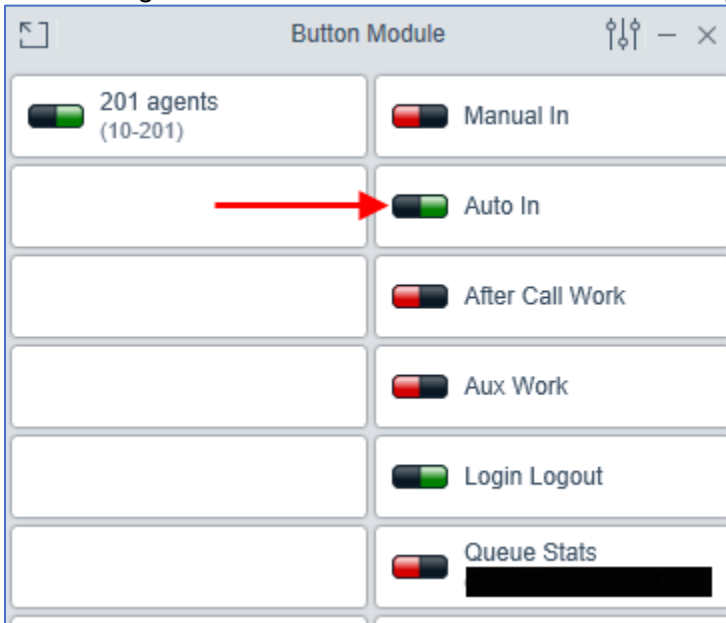
To start answering the “call center” calls, go to step no.1 on page no.6.

Status change start/resume answering “call center” calls

1. On the “Button Module”, press the “AVAILABLE” - button.

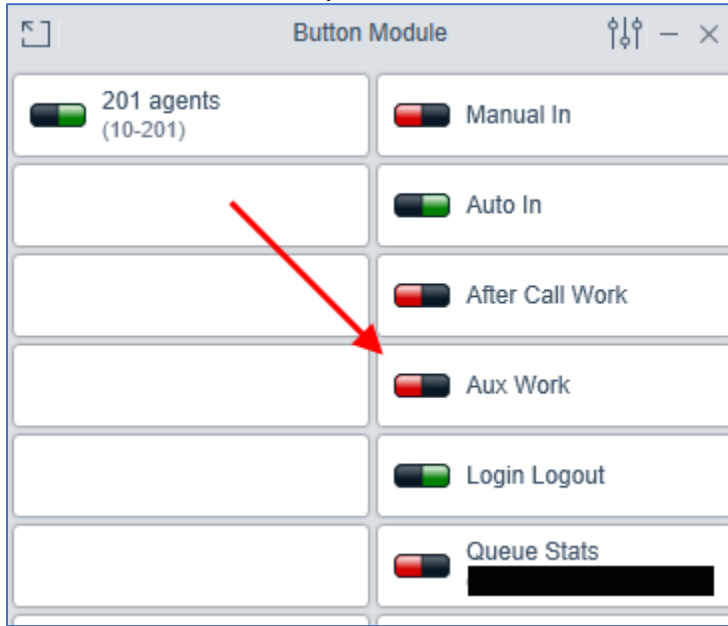


2. The black/green icon on the “Auto In” - button indicates you are answering “call center” calls.

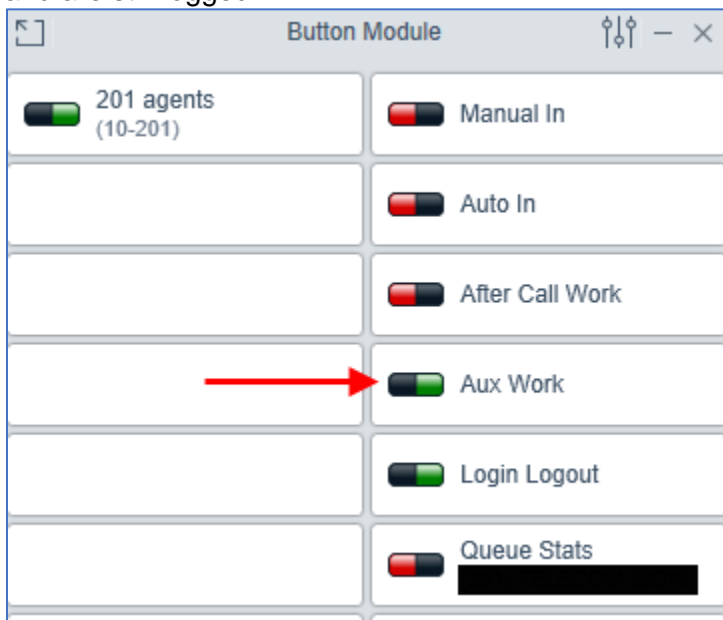


Status change to temporarily stop answering “call center” calls

1. On the “Button Module”, press the “Aux Work” - button”.

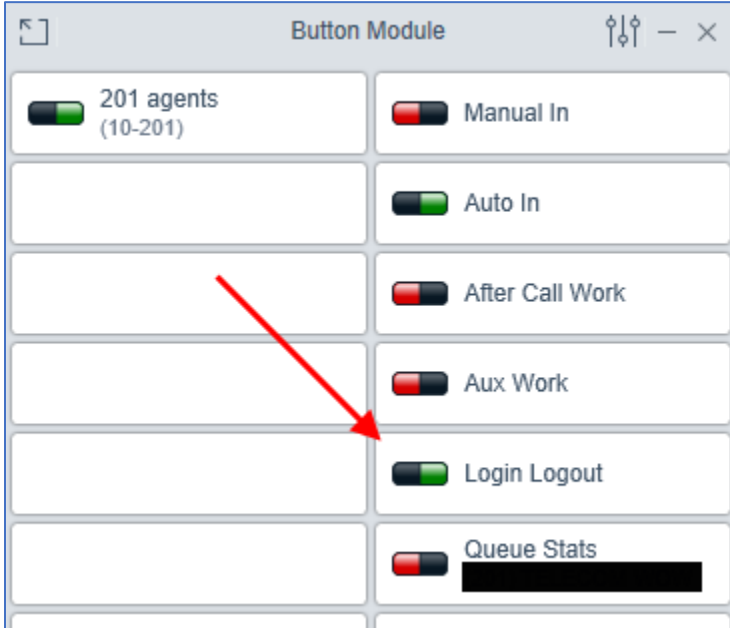


2. The black/green icon on the “Aux Work” – button indicates you no longer answering “call center” calls and are still logged into the “call center”.



How to log out of the call center.

1. On the “Button Module”, press the “Login Logout”- button.



2. The red/black income on the “AGNET LOGIN/LOG..” – button indicates that you’re not logged into the “call center”.

