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.

<table>
<thead>
<tr>
<th>Button Module</th>
<th>Directory</th>
<th>Call Pickup</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXPRESS MESSAG...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<   □   >
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".

![Image of Button Module interface and login screen]
4. The black/green icon on the “Login Logout” – button indicates you’re logged in to the “call center” calls.

<table>
<thead>
<tr>
<th>Button Module</th>
<th>201 agents (10-201)</th>
<th>Manual In</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Auto In</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After Call Work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Aux Work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Login Logout</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Queue Stats</td>
<td></td>
</tr>
</tbody>
</table>

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


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


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”.

![Button Module]

![Button Module]
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”.

![Button Module Diagram]

![Button Module Diagram]