

# Call Center Agent User Training

## **\*\* To log in to Call Center**

- Press CC Log In/Out ( or Feature 904)
- Enter Agent ID and press *ok* or #
- Enter your 4 digit password and press *ok* or #
  - For first time login enter default password 0000, then create new personal password
- Press *IN* to login to one or all skillsets
- Press *Rls*

## **\*\* To log out of Call Center**

- Press CC Log In/Out (or Feature 904)
- Enter Agent ID and press *ok* or #
- Enter your 4 digit password and press *ok* or #
- Press *OUT* to logout of one or all skillsets
- Press *Rls*

## **\*\* Using CC Make Busy**

- Press CC Make Busy ( or Feature 908)
- *Make Not Ready* appears on the display. You will not receive any call center calls, however you will receive non-Call Center, intercom and transferred calls.
- Press CC Make Busy ( or Feature 908) to cancel Make Busy. Display reads *Agent Active*