

# TDS<sup>®</sup> managedIP Hosted

Call Center Agent User Guide

## Agent Web Portal Settings

#### Joining a Call Center and Changing Call Center State

As an Agent, you have the ability to join a Call Center queue in order to receive calls.

To join a call center and change your status:

- 1. At the User level, select Calling Features Call Control.
- 2. Click the **View Call Centers** button to the right of Call Center Agent. The button will then change to *Hide* Call Centers.

Announcements  Profile Calling Features Utilities My Calls	Call Control Save Call Center - Agent	Call Center Type: <b>Premium</b>	Hide Call Centers       View Settings       ACD State:       Available         Join       Call Center ID       Phone Number       Extension         Image: Coll Center ID       6082102443       6082102443       2443	
	Call Transfer	Edit		
	Call Waiting	💿 On 🔘 Off		
	Music On Hold	💿 On 🔘 Off		
	Push to Talk	Auto-Answer: 💿 O	n Off Edit	
	Remote Office	🔘 On 💿 Off	C	
	Shared Call Appearance	Service is Off	View Edit	
	Save			
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- 3. Click each box under the header titled *Join* to join the Call Center(s) you wish to join and then select the ACD state and unavailable code from the dropdowns.
- 4. Click Save.

Note: Basic Agents are not able to change their State (available, unavailable, etc.), but can join any queues they are assigned to (if permitted by the administrator).



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### Viewing Agent Settings

To view Guard Timer or Unavailable Settings, click the **Edit** button to the right of Call Center – Agent. The following screen will then pop up:

Call Center - Agent	×
Call Center service assigned: Premium	
Use Guard Timer Setting: Default	
Enable guard timer for 5 seconds	
Use Agent unavailable settings: Default	
Force Agent to unavailable on Do Not Disturb activation	
Force Agent to unavailable on personal calls	
Force Agent to unavailable after 3 consecutive bounced calls	
	Close

For more information on configuring Guard Timer and Unavailable Settings, please see the **Agent Default Settings** section.

#### Feature Access Codes

There are a number of Feature Access Codes that can be entered in to your phone that directly apply to Call Center functionality. They are as follows:

Escalate Call to Supervisor (#83) Forced Forwarding Activation/Deactivation (#72/#73) Initiate Silent Monitoring (#82) Make Outgoing Call as Call Center (#80) Make Personal Outgoing Call (#81) Monitoring Next Call (#84) Night Service Activation/Deactivation of Manual Override (#70/#71)

## **Additional Support**

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources