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.*

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).

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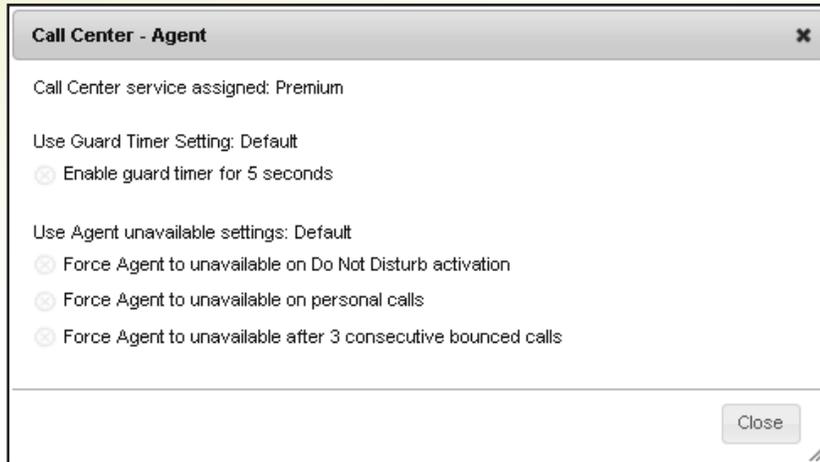
For more information on configuring Guard Timer and Unavailable Settings, please see the **Agent Default Settings** section.

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 *managed*IP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources