



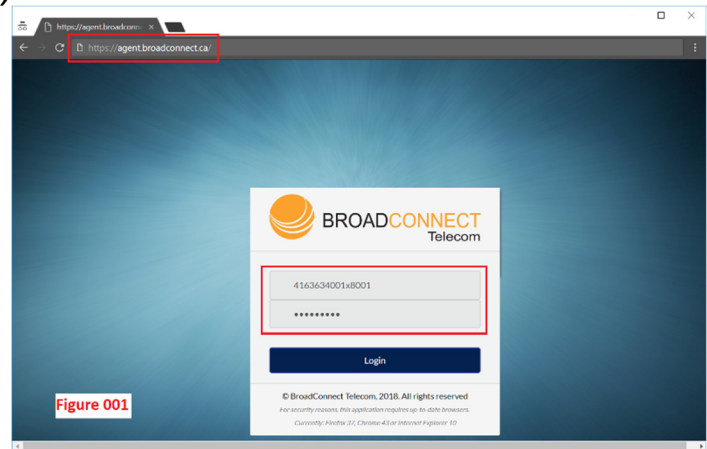
**Call Center
Agent Console
Quick User Guide (QUG)
By Broad-Connect Telecom**

Starting the Shift & Signing-in

When you start your shift, there are 3 main steps to be done to start receiving calls from the respective line/queue you're assigned to as an agent/coordinator:

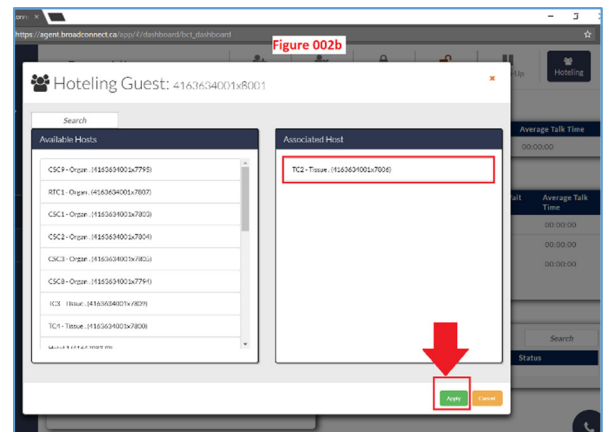
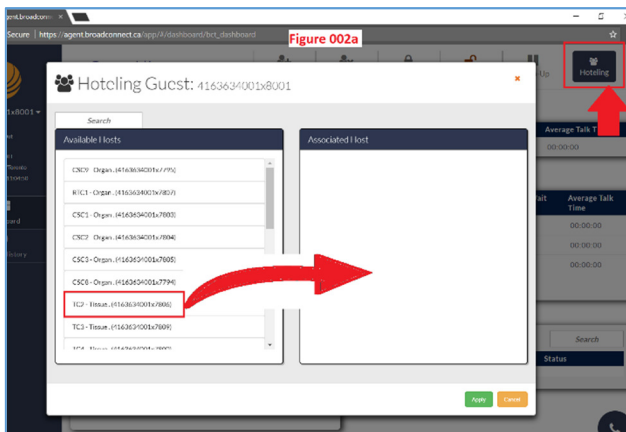
- Step 1:** Open the web-based Call Center Console portal at <https://agent.broadconnect.ca/> and login using your dedicated credentials (**Figure 001**):

- ✓ **Username:**
4163634001x**YOUR_EXTENSION**
| example: 4163634001x8001
- ✓ **Password:**
TgIn#**YOUR_EXTENSION**
| example: TgIn#8001

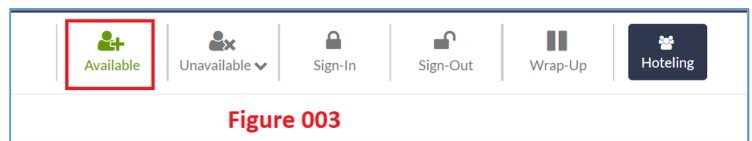


- Step 2:** Press on the **Hoteling** button and find the phone you'll be using at the desk you're stationed, drag it from the left panel and drop it into the right panel then hit **Apply** so that you sign-in with (hotel) your extension onto that phone and associate it with that phone (**Figures 002a and 002b**)

NB: if you don't find the phone in the list, please contact your team lead as probably the previous agent/coordinator did not disable the hoteling at the end of the shift disassociating by that his/her extension from the phone. The team leads have the procedure to remotely override this.



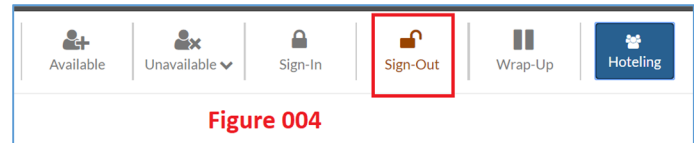
- Step 3:** Set your ACD Status to "Available" by clicking on the word Available (**Figure 003**)



Ending the Shift & Signing-out

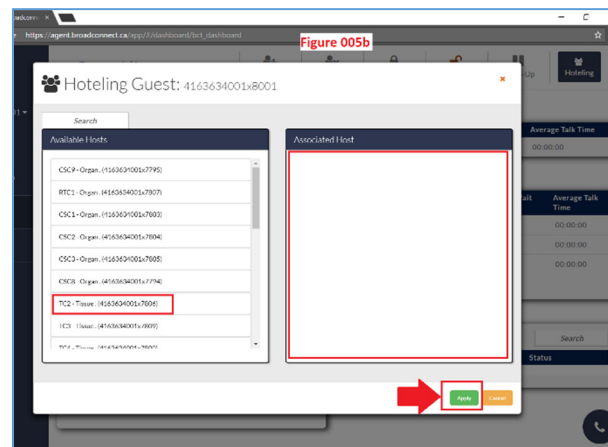
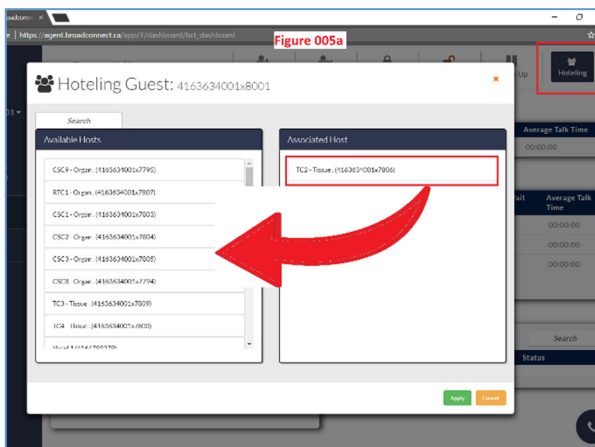
When you end your shift, there are 3 main steps to be done before leaving so that no more calls are delivered to your extension, and, to make sure the phone you were using is ready for the next agent/coordinator:

- Step 1:** Set your ACD Status to “Sign-Out” by clicking on the word Sign-Out (*Figure 004*)

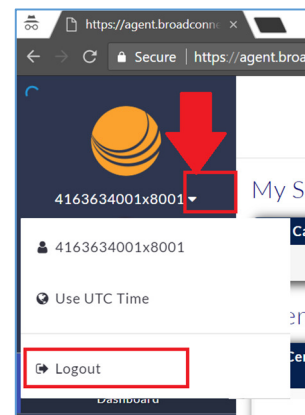


- Step 2:** Press on the **Hoteling** button and drag the phone you were using at your desk from the right panel and drop it into the left panel then hit **Apply** so that you sign-out (un-hotel) your extension from that phone and disassociate it with that phone (*Figures 005a and 005b*)

NB: if this step is not done, then the next agent/coordinate will not find the same phone in the list in the left panel (if they needed to use it).

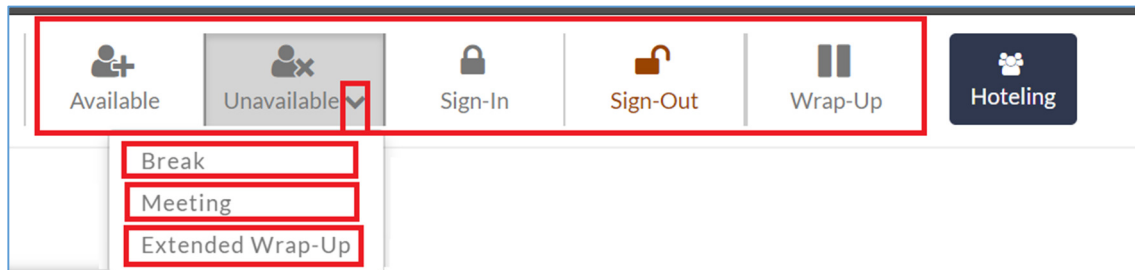


- Step 3:** click on the arrow in the upper left corner of the screen and choose Log-out



Changing your ACD Status

The ACD (Automatic Call Distribution) Status determines whether or not you take calls coming from the respective line/queue you're assigned to as an agent/coordinator.



- 1) **Sign-Out:** means you're not signed in into the call center and no calls will be routed to you from the queue.
- 2) **Sign-In:** means you're signed in into the call center but still no calls will be routed to you from the queue.
- 3) **Unavailable:** means you're signed in into the call center but currently not available to take calls. You need to choose from one of the following unavailability codes:
 - **Break:** choose this when you're "away" from your desk and on a break.
 - **Meeting:** choose this when you're "away" from your desk and in a meeting.
 - **Extended Wrap-up:** choose this when you're not available to take calls from the queue but you're at your desk doing some work (equivalent of NO ACD on previous system)
- 4) **Available:** means you're signed in into the call center and ready to take calls coming from the queue
- 5) **Wrap-up:** in this edition of the application, this is similar to Extended Wrap-up however it times out "automatically" to Available after 30seconds or 60seconds.
- 6) **On Call:** when you are engaged in a call, this will automatically be set as your ACD Status (you cannot choose this manually).

Note: regardless of what ACD Status you're in and even if you're on a call, a call made to your direct extension will always go through.

My Statistics & Overall Queue Statistics

The **My Statistics** section of the portal provides agents with their own statistics during the day made via their extensions in terms of **Answered Calls, Missed Calls, Outbound Calls, Talk time**, etc...

| My Statistics | | | | | | |
|---------------|----------------|--------------|----------------|-------------------------|-----------------|-------------------|
| Total Calls | Answered Calls | Missed Calls | Outbound Calls | Answered Outbound Calls | Total Talk Time | Average Talk Time |
| 1 | 1 | 0 | 0 | 0 | 00:00:11 | 00:00:11 |

The **Overall Queue Statistics** section of the portal provides agents with statistics on calls during the day to the queues in terms of **Answered Calls, Missed Calls, Calls waiting in the queue to be answered, average talk time**, etc...

- Click on the header name to sort the rows (from A→Z) accordingly if required.
- Primarily, agents will see the queues that they are part of, however, this section may also show the other queues handled in the PRC call center as a whole.

| Overall Queue Statistics | | | | | | | | |
|--------------------------|-------------|----------------|--------------|--------------------|--------------------|-------------------|-------------------|-------------------|
| Call Center Name | Total Calls | Answered Calls | Missed Calls | Alerting on Agents | Waits in Queue Now | Longest Wait Time | Average Wait Time | Average Talk Time |
| 2.Tissue_Mainline | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 3.Other_Inquiries | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| Tissue_Family | 1 | 1 | 0 | 1 | 1 | 00:00:34 | 00:00:34 | 00:00:11 |

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Call Log History

Click on the “Call Log History” button on the left side of the screen to access the logs:

- You can also use the search field to find a number or a
- Use the arrows to navigate through the pages.

4163634001x8001

Available

DND OFF

America/Toronto

2018-05-23 16:11:59

Dashboard

Call Log History

Call Log

Search

| Name | Phone Number | Log Number | Disposition | Account Code | Date | Type | Duration |
|-----------------|--------------|------------|-----------------|--------------|---------------------|-------------------|----------|
| Accountabili... | 647-951-0209 | 1527104370 | | | 05/23/2018 15:38:23 | NonACD | 00:01:18 |
| N/A | 647-951-0209 | 1527104001 | | | 05/23/2018 15:30:31 | Tissue_Family | 00:03:01 |
| Paul Supers ... | 647-951-0209 | 1527096780 | | | 05/23/2018 13:28:59 | Tissue_Family | 00:04:13 |
| N/A | 647-951-0209 | 1527094073 | | | 05/23/2018 12:37:41 | Tissue_Family | 00:10:23 |
| N/A | 647-951-0209 | 1527093410 | General Inquiry | 1234 | 05/23/2018 12:36:51 | Tissue_Family | 00:00:11 |
| N/A | 647-951-0209 | 1527013976 | General Inquiry | 1234343556 | 05/22/2018 14:32:22 | NonACD | 00:00:45 |
| Paul Supers ... | 647-951-0209 | 1527013976 | | | 05/22/2018 14:29:38 | Tissue_Family | 00:03:29 |
| N/A | 416-363-4001 | 1526594788 | | | 05/17/2018 18:06:39 | Overflow | 00:00:00 |
| N/A | 416-363-4001 | 1526594745 | | | 05/17/2018 18:05:55 | 3.Other_Inquiries | 00:00:00 |
| N/A | 416-363-4001 | 1526594715 | | | 05/17/2018 18:05:25 | 3.Other_Inquiries | 00:00:00 |
| N/A | 416-363-4001 | 1526594685 | | | 05/17/2018 18:04:55 | 3.Other_Inquiries | 00:00:00 |
| N/A | 416-363-4001 | 1526594655 | | | 05/17/2018 18:04:25 | 3.Other_Inquiries | 00:00:00 |
| N/A | 416-363-4001 | 1526594625 | | | 05/17/2018 18:03:55 | 3.Other_Inquiries | 00:00:00 |
| N/A | 416-363-4001 | 1526594305 | | | 05/17/2018 17:58:35 | Backdoor_Line | 00:00:00 |
| N/A | 416-363-4001 | 1526594180 | | | 05/17/2018 17:56:31 | Backdoor_Line | 00:00:00 |

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Team Members

The Team Members section displays all the currently signed in agents in the call center irrespective of the team/queue they are assigned to.

- Next to the agent's name, you'll see their status i.e. whether Available, On Call, Unavailable (on Break), etc...
- Use the search field to find an agent by name or by extension
- Signed-out agents will not be displayed there

| Agent | Status |
|-----------------|---------------------|
| Katherine x8017 | Available |
| Milan x9017 | Unavailable - Break |
| Rose x9021 | Available |
| Margarita x9002 | On Call ACD |
| Nisha x9007 | Available |
| Allen x8023 | Available |
| Kathleen x9008 | Available |

Current Call Log (Call Dispositioning)

After each call ends, the **Current Call Log** section provides information on the call itself such as:

- Name of the caller (if applicable)
- Number of the caller
- Date and time of the call
- Wait time (if put on hold)
- Call Dispositioning (for now it's General Inquiry but there might be other codes included later as part of this drop down menu)
- Use the Account Code field to enter the case number (where applicable) that would help later on when trying to search for or retrieve all the recordings pertaining to the same case number.

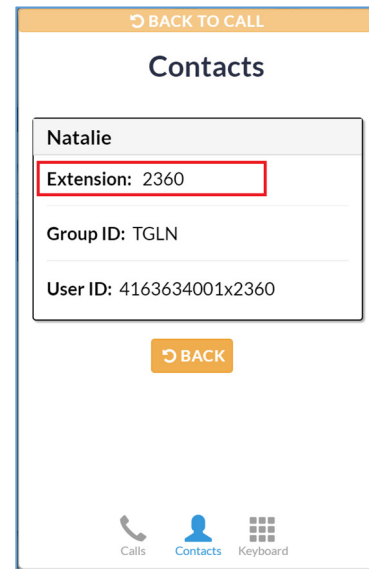
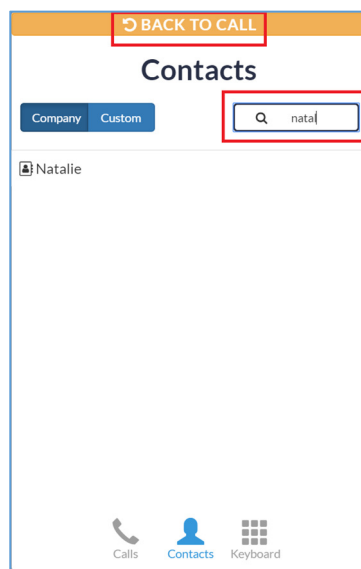
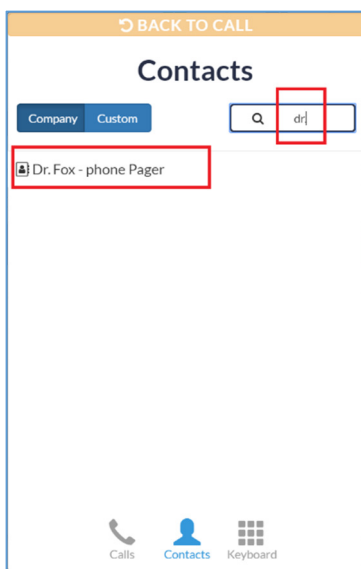
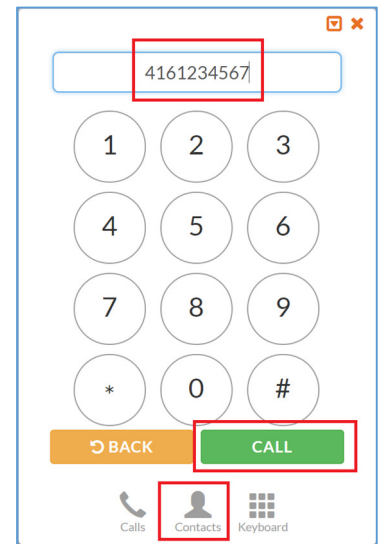
Call Controls – Placing Outbound Calls

You can use the call center console portal to initiate an outbound call or to answer an inbound call.

Making an outbound call



1. From the Console, press the button with the **Handset Icon**
2. Enter the extension/number you want to call
3. Press the green **Call** button
4. Instead of entering the number, you can also utilize the **Contacts** button
 - Contains all internal contacts in the corporate directory
 - Contains external numbers that were imported into the system
 - Use the **Search** field to find someone by first or last name
 - Return to the call (if you're on one) by clicking on **Back to Call**
 - Once you found the name you want to dial, click on that name and then click on the number and it'll dial it for you
5. You will always receive a call on your phone first once you press the green Call button, when you answer that call, your outbound call to the number you specified will be patched through by the system



Note:

- At any time if the portal is not working, you can always place an outbound call directly from the phone itself.

Call Controls – Receiving Inbound Calls



When you receive an inbound call, whether from the queue or directly at your extension, you can use the call center console portal to answer it.

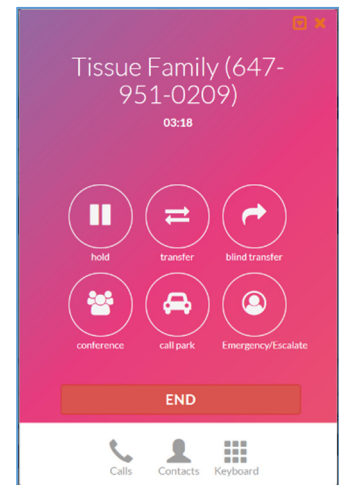
Receiving inbound calls

1. When a call comes in, the button with the **Handset Icon** will start blinking with a red circle showing the number of the caller, the name (if applicable) and the queue the call came from (if it's coming from a queue)
2. Click on the **Handset Icon** to answer the call



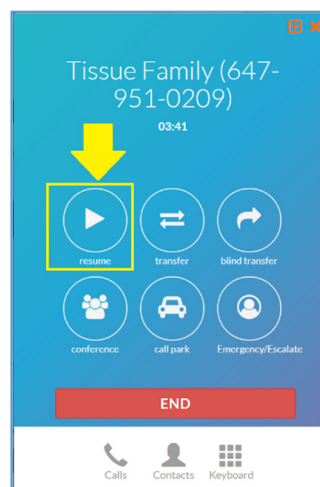
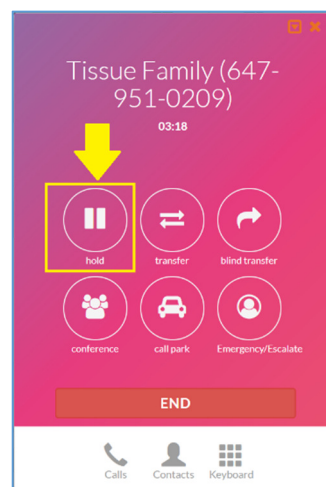
Note:

- At any time if the portal is not working, you can always answer an inbound call directly from the phone itself.
- Pressing the  button will end the call while pressing the  button will just minimize the call controls window.



Call Controls – Hold / Resume

At any time during a call, you can put the call on hold (the caller will hear the music on hold and you will not be able to hear what the caller is saying), and, resume the call again. Use the **Hold** and **Resume** buttons for that as indicated in the figures below.



Call Controls – Transferring Calls

While on a call, you can use the **Transfer** and **Blind Transfer** buttons to transfer the call to another extension or number.

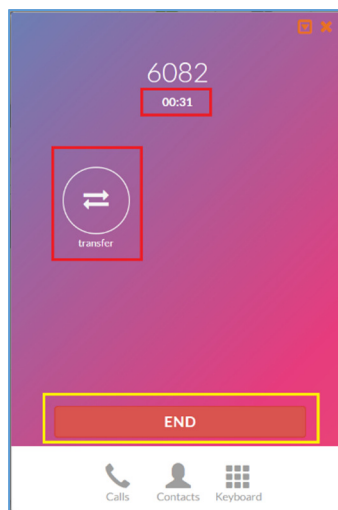
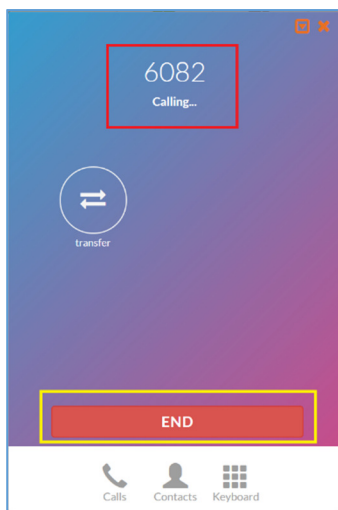
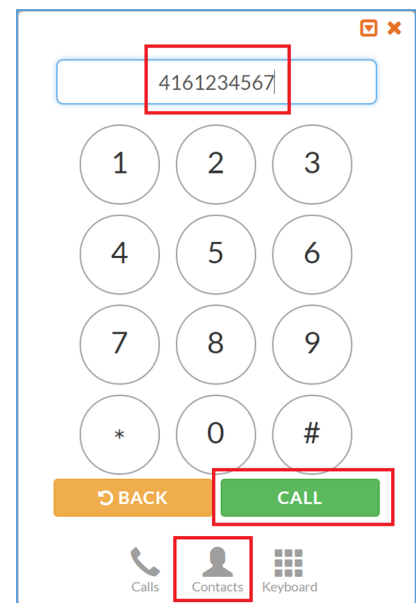
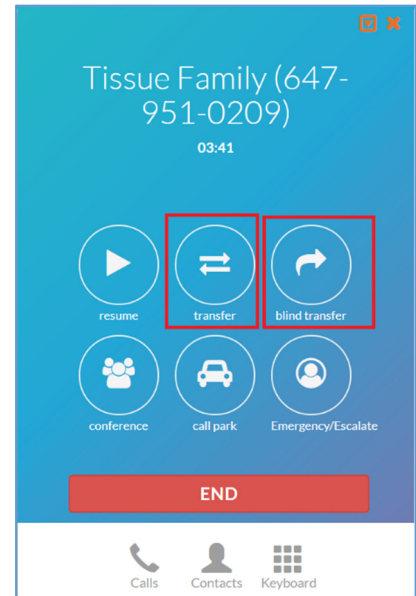
The **Transfer** feature allows you to speak/consult with the person before putting the call through to them while the **Blind Transfer** feature allows you to transfer the call directly to an extension/number without speaking/consulting with the transferee

Blind Transfer:

1. Press on the **Blind Transfer** button (figure on the right)
2. Enter the number/extension you want to transfer to (figure on the right), or, you can also use the Contacts button with the same process detailed under the “Placing Outbound Calls” section above on page 7.
3. Press the **Call** button.
4. Once that’s done, the call will disconnect from your phone and gets transferred to the number entered/chosen.

Consultative Transfer:

1. Press on the **Transfer** button (figure on the right)
2. Enter the number/extension you want to transfer to (figure on the right), or, you can also use the Contacts button with the same process detailed under the “Placing Outbound Calls” section above on page 7.
3. Press the **Call** button.
4. You will receive a call on your phone from the system to patch you through with the number you’re trying to call and consult with.
5. Answer that call, then you’ll be patched through and it will start ringing on the transferee’s number.
6. Once the transferee accepts to take the call, press the **Transfer** button (figure below)
7. At any time you can press Cancel (figure below) to return back to the main caller (who’ll be on hold so you’ll need to resume the call)

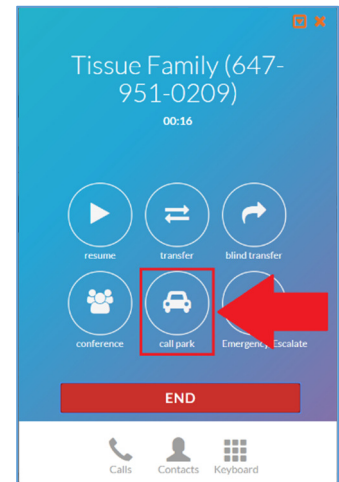


Call Controls – Parking / Retrieving a Call

While on a call, you can park that call for someone else to retrieve it, this way, your phone will become free to make a new call or receive another call from the queue.

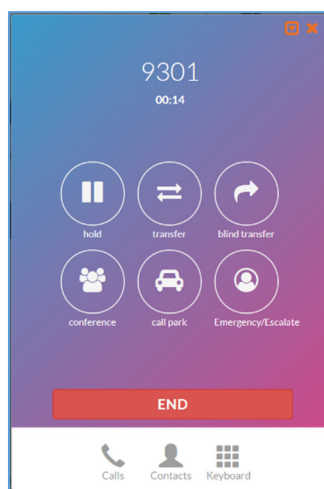
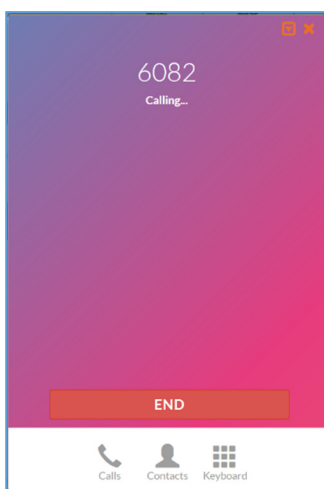
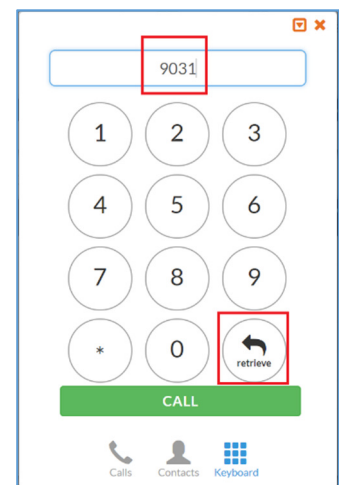
Parking a call

1. Press the **Call Park** button
2. The call will be parked at a virtual extension
3. This virtual extension will be announced to the agent via the phone by saying “your call has been parked at xxxx” e.g. 9301
4. Now your phone will no longer be engaged with that call.



Retrieving a call

1. From the console, press the button with the **Handset Icon**
2. Enter the extension where the call was parked e.g. 9301
3. Press the **Retrieve** button (will not be there before entering the extension)
4. You will receive a call on your phone, answer it and then the system will patch you through to retrieve the call from that extension (figures below)



Notes:

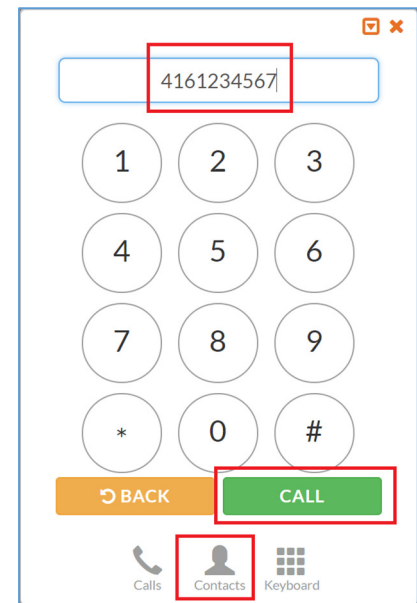
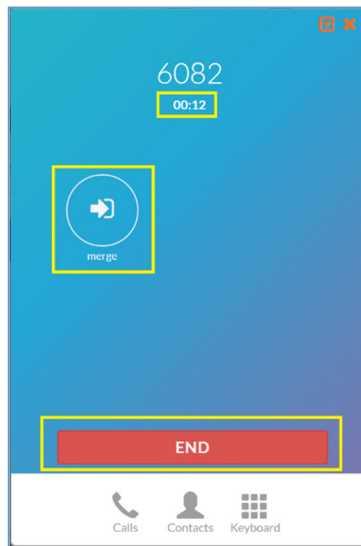
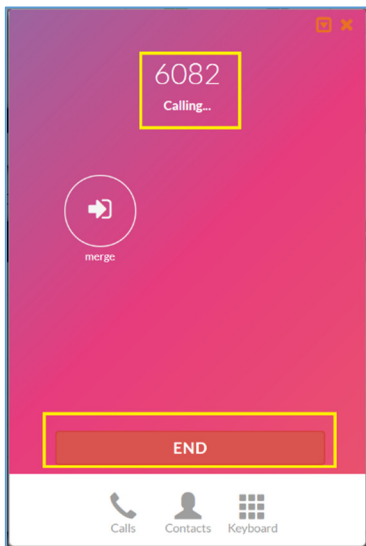
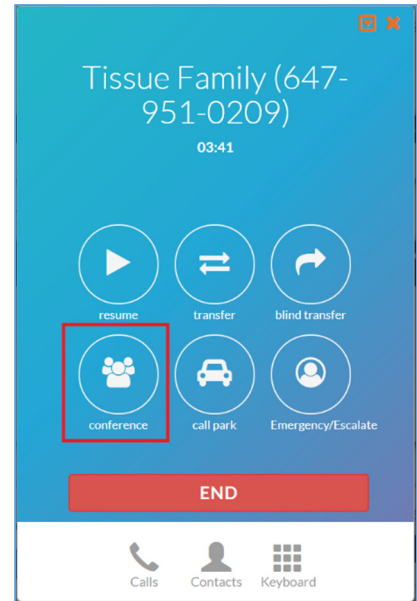
- If the call was not retrieved by someone within 5 minutes, it'll ring back at the extension of the agent who parked it
- To notify the other agent with the extension where the call was parked, you can use the Instant Messaging (IM) feature available in BCT Communicator application (covered in a separate user guide)

Call Controls – Conference Calls

While on a call, you can use the Conference button to conference in one or more numbers into the active call you're having.

Conference:

5. Press on the **Conference** button (figure on the right)
6. Enter the number/extension you want to conference in (figure on the right), or, you can also use the Contacts button with the same process detailed under the "Placing Outbound Calls" section above on page 7
7. Press the **Call** button.
8. You will receive a call on your phone from the system to patch you through with the number you're trying to call and consult with before bringing them into the call.
9. Answer that call, then you'll be patched through and it will start ringing on the callee's number.
10. Once that person accepts to be brought into the conference, press the **Merge** button (figure below)
11. At any time you can press **End** (figure below) to return back to the main caller (who'll be on hold so you'll need to resume the call)



Voicemail

Voicemail functionality is disabled for all center agents and queues as instructed by TGLN management.

List of Agents

(Last updated Monday 28 May 2018)

| # | First Name | Last Name | Ext | Queue |
|----|-------------|--------------|------|-------|
| 1 | Liisa | Allen | 9001 | Organ |
| 2 | Margaret | Andriopoulos | 9002 | Organ |
| 3 | Jessie | Bradley | 9003 | Organ |
| 4 | Erica | Calderone | 9004 | Organ |
| 5 | Erin | Chuba | 9005 | Organ |
| 6 | David | Colpitts | 9006 | Organ |
| 7 | Nisha | De Silva | 9007 | Organ |
| 8 | Kathleen | Fahy | 9008 | Organ |
| 9 | Roger | Forget | 9009 | Organ |
| 10 | Chandanjeet | Grewal | 9010 | Organ |
| 11 | Kim | Gromadzki | 9011 | Organ |
| 12 | Jillian | Hyra | 9012 | Organ |
| 13 | Craig B. | Johnston | 9013 | Organ |
| 14 | Connie | Kennedy | 9014 | Organ |
| 15 | Joyce | Lee | 9015 | Organ |
| 16 | Alain | Lipowicz | 9016 | Organ |
| 17 | Milan | Ljubincic | 9017 | Organ |
| 18 | Cathy | Ma | 9018 | Organ |
| 19 | Jenna | MacDonell | 9019 | Organ |
| 20 | Marsha | McDonald | 9020 | Organ |
| 21 | Rose | Puri | 9021 | Organ |
| 22 | Kristina | Ronne | 9022 | Organ |
| 23 | Michele | Scott | 9023 | Organ |
| 24 | Jasveen | Singh | 9024 | Organ |
| 25 | Laura | Soch | 9025 | Organ |
| 26 | Nicola | Stewart | 9026 | Organ |
| 27 | Leslie | Yole | 9027 | Organ |
| 28 | Sarah | Gibson | 9028 | Organ |
| 29 | Tiffany | Gibson | 9029 | Organ |

List of Agents (continued)

(Last updated Monday 28 May 2018)

| # | First Name | Last Name | Ext | Queue |
|----|------------|---------------|------|--------|
| 1 | Gent | Aliu | 8001 | Tissue |
| 2 | Deena | Al-Saad | 8002 | Tissue |
| 3 | Vedant | Arun | 8003 | Tissue |
| 4 | Jennifer | Brooks | 8004 | Tissue |
| 5 | Vicki | Chan | 8005 | Tissue |
| 6 | Joanne | Economopoulos | 8006 | Tissue |
| 7 | Christian | Guimaraes | 8007 | Tissue |
| 8 | Katy | Hornsby | 8008 | Tissue |
| 9 | Farah | Kadirally | 8009 | Tissue |
| 10 | Carly | Kariunas | 8010 | Tissue |
| 11 | Natacha | Kenfelja | 8011 | Tissue |
| 12 | Michael | Kottis | 8012 | Tissue |
| 13 | Parise | Leger | 8013 | Tissue |
| 14 | Katie | Mahoney | 8014 | Tissue |
| 15 | Lydia-Joi | Marshall | 8015 | Tissue |
| 16 | Justin | Medina | 8016 | Tissue |
| 17 | Katherine | Mutton | 8017 | Tissue |
| 18 | Brian | Pittana | 8018 | Tissue |
| 19 | Jessica | Richert | 8019 | Tissue |
| 20 | Jennifer | Trotter | 8020 | Tissue |
| 21 | Adina | Wace | 8021 | Tissue |
| 22 | Laura | Wood | 8022 | Tissue |
| 23 | Allen | Yu | 8023 | Tissue |
| 24 | Theepika | Ravinthiran | 8024 | Tissue |
| 25 | Rewena | Desta | 8025 | Tissue |

List of Phone Stations to Use (Hoteling)

(Last updated Monday 28 May 2018)

| # | First Name | DID | Ext | User Type |
|----|--------------|----------------|------|---------------------------|
| 1 | CSC1 - Organ | (416) 214-7803 | 7803 | Agent-Station (main site) |
| 2 | CSC2 - Organ | (416) 214-7804 | 7804 | Agent-Station (main site) |
| 3 | CSC3 - Organ | (416) 214-7805 | 7805 | Agent-Station (main site) |
| 4 | CSC8 - Organ | (416) 214-7794 | 7794 | Agent-Station (main site) |
| 5 | OP1 - Organ | (416) 214-7801 | 7801 | Agent-Station (main site) |
| 6 | RTC1 - Organ | | 7807 | Agent-Station (main site) |
| 7 | RTC2 - Organ | (416) 214-7799 | 7799 | Agent-Station (main site) |
| 8 | CSC9 - Organ | (416) 214-7795 | 7795 | Agent-Station (main site) |
| 9 | TC1 - Tissue | (416) 214-7802 | 7802 | Agent-Station (main site) |
| 10 | TC2 - Tissue | (416) 214-7806 | 7806 | Agent-Station (main site) |
| 11 | TC3 - Tissue | (416) 214-7809 | 7809 | Agent-Station (main site) |
| 12 | TC4 - Tissue | (416) 214-7800 | 7800 | Agent-Station (main site) |
| 13 | BCP-209 | | 6665 | Agent-Station (Hot-Site) |
| 14 | BCP-208 | | 6664 | Agent-Station (Hot-Site) |
| 15 | BCP-207 | | 6661 | Agent-Station (Hot-Site) |
| 16 | BCP-204 | | 6663 | Agent-Station (Hot-Site) |
| 17 | BCP-203 | | 6662 | Agent-Station (Hot-Site) |
| 18 | BCP-201 | | 6668 | Agent-Station (Hot-Site) |
| 19 | BCP-200 | | 6667 | Agent-Station (Hot-Site) |