

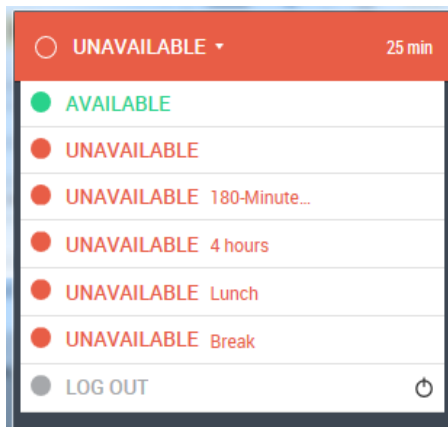
# VERIZON VIRTUAL CONTACT CENTER – MAX AGENT QUICK START GUIDE

**MAX Agent** is the primary tool you will use to interact with contacts for all media types. MAX Agent also gives you access to your personal agent statistics.

## Launching MAX Agent

1. Open an internet browser and go to <https://verizon.incontact.com>
2. Enter the Username and Password provided by your system administrator. Optional – select “launch agent upon login”. Click Login.
3. Enter your phone number or station ID.
4. Select “MAX” and click Continue.
5. The Agent Interface will open.
6. Select your Availability status by clicking on the drop down menu at the top.

The image shows two login screens. The first is 'Account Login' with fields for Username (joe customer@work.com) and Password (masked with dots), and checkboxes for 'Remember Me' and 'Launch Agent Upon Login'. The second is 'Phone Number or Station ID' with radio buttons for 'Set Phone Number' and 'Set Station ID', a 'Phone Number' field, and radio buttons for 'Thin Agent' and 'MAX' (which is selected). Both screens have 'Continue' and 'Cancel' buttons.



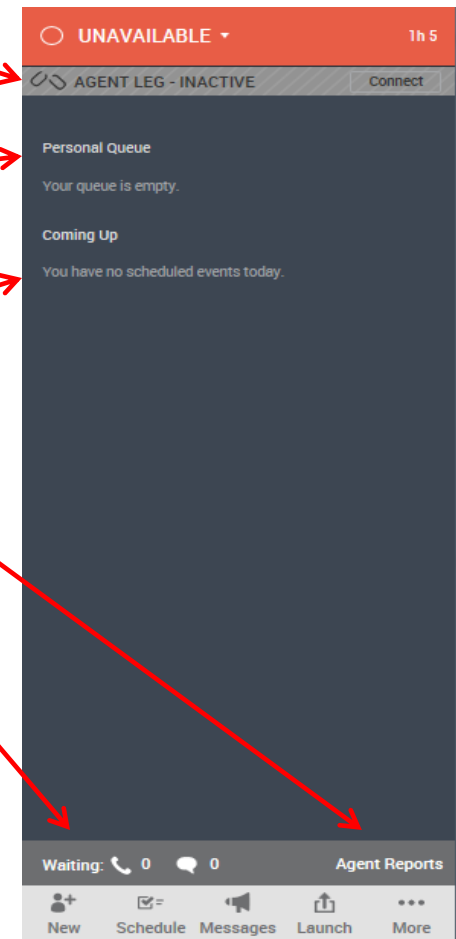
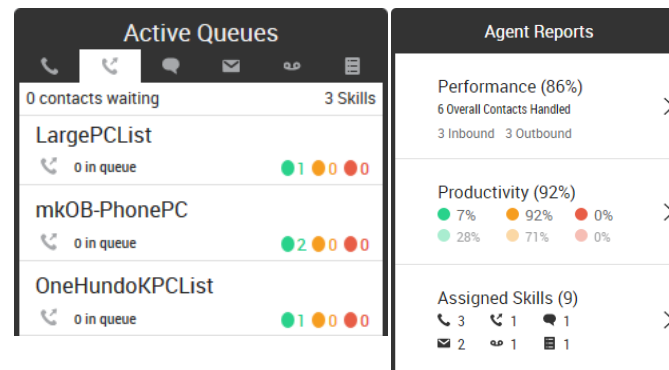
**Agent Leg** - provides the status of your connection. When you are connected to a contact, the Agent Leg field will disappear.

**Personal Queue** - displays contacts sent to an agent as a transfer or consult. These are items that were explicitly sent to specific agent.

**Coming Up/Backlog** - shows the current day's scheduled commitments and events in chronological order from the current time to the end of the day.

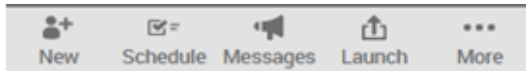
**Agent Reports** displays information about the agent's performance, productivity, and assigned skills. A selected report can be marked as a favorite (indicated by a star). When marked as a favorite, the Agent Reports label is replaced with the favorite report selected.

**Active Queues** displays the queues assigned to the agent, organized by type. Select the tab assigned to a skill to see how many skills are assigned to an agent, and what is waiting in the queue. Three circles next to each skill indicate how many other logged-in agents are active, working, or unavailable in that skill.



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## Glance Toolbar



**New** - allows you to initiate a new outbound contact. via direct dial, call history, agent list, skill, or team.

**Schedule** - displays your scheduled commitments for the day and allows you to add new commitments or edit existing ones.

**Messages** - lists all the messages that have been sent to the agent, usually by a supervisor or administrator.

**Launch** - contains custom links configured by an administrator or transfer options while in a voicemail contact.

**More** - contains technical information about the agent, MAX client, connection status, settings to customize interface, and the event log. There is an option to provide feedback to your site administrator about the quality of your experience. There is also a link to the inContact online help.

## Call Handling

**Hold** – Can place contact on hold while you do other things. Click hold again to take them off of the hold.

**Mute** – Can mute the contact so they can't hear you. Click mute again to unmute them.

**Mask** – If call is being recorded, can play white noise over what is said for privacy. Click mask again to unmask the recording.

**Record** – Allows you to record call if administrator has given you permissions. You cannot stop a recorded call once started.

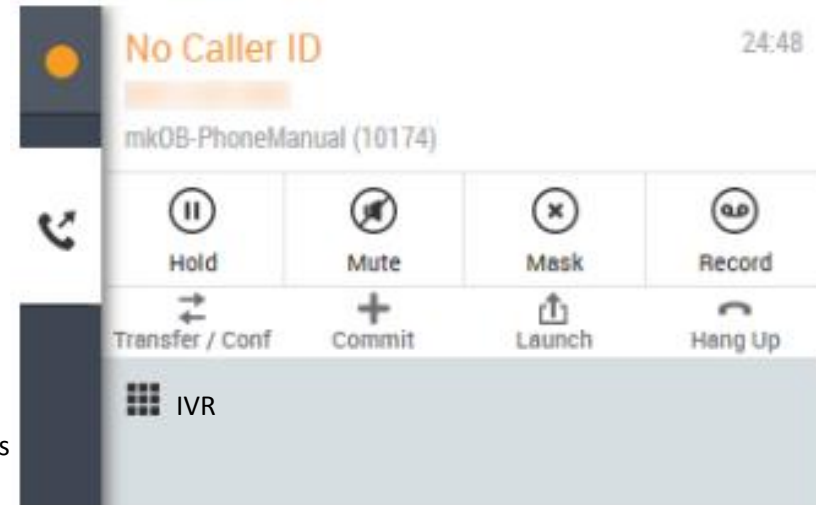
**Trans/Conf** – Allows you to transfer the contact to another party or create a conference of multiple parties.

**Commit** – Allows you to add a commitment to follow up with a contact. Commitments will appear on your schedule.

**Launch** – Contains custom links configured by an administrator.

**Hang up** – Disconnects the current call. MAX asks you to confirm that you want to hangup.

**IVR dial pad** - Use when you need to input keypad tones on a call, such as when going through a phone menu.



## Dispositions and Wrap Up

- Dispositions allow you to give quick information about a completed call.
- Agent selects call outcome and can add notes.
- Once the contact has ended, select Save and Close
- At any time, the agent can change their status back to available to end the wrap up and after call handling.

A screenshot of the 'Dispositions and Wrap Up' form. It has a 'Disposition' dropdown menu with options: 'Case update', 'Customer Complaint', 'Employee Complaint', and 'Training Call'. Below the dropdown is a 'Notes' text area. At the bottom right is a 'Save & Close' button.