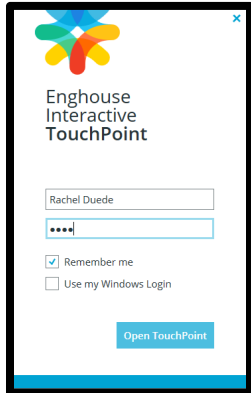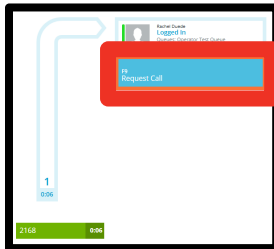# USER GUIDE – TOUCHPOINT CONSOLE

Signing in

- Open the TouchPoint App
- Enter your User ID – Start Typing your name and it will auto populate
- Enter your Password (2222)
- Check the box that says "Remember Me"
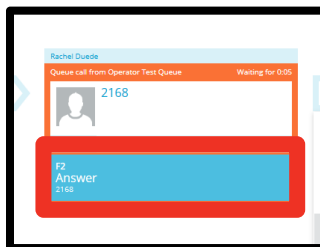- Click Open TouchPoint

Answering a Call

- Click Log in to call queues
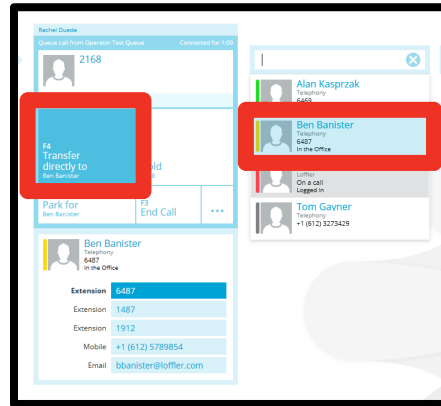- Click Log in to call queues again

- Press F9 or Double Click Request Call
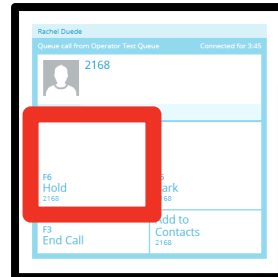

- Click Answer

Transferring a Call

- While on a call, click a contact you would like to Transfer to
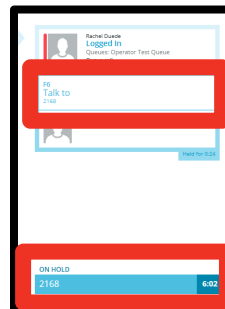- Select Transfer Directly to:

Placing a Call on Hold

- While on a call, press Hold

Retrieving a Held Call

- Press the blue box at the bottom of the screen
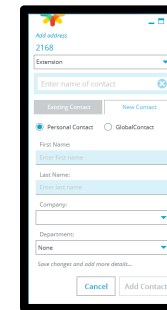

- Click Talk to

Adding Contacts
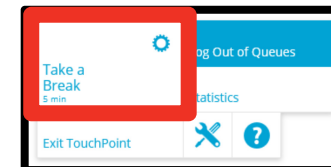
- While on a call, click add to contacts

- Choose the type of contact
- Type in the first and last name, company, and department
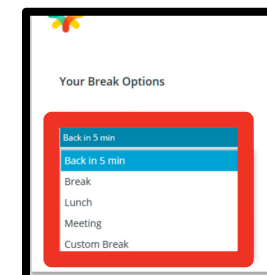- Click Add Contact

Break Time

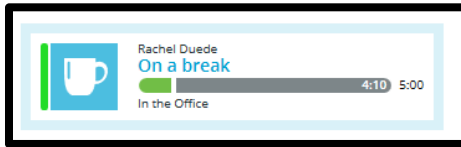- Click on your name
- Click take a break

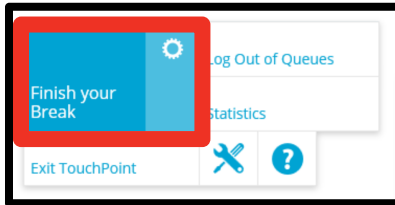- Select the type of break
- Click Start Break

Returning from Break
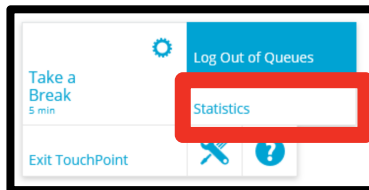
- Click on your name

- Click Finish your break

Checking Statistics

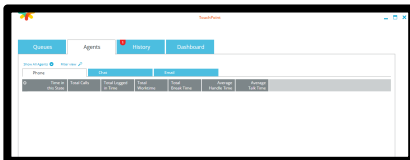- Click on your Name
- Click on statistics

Queues View

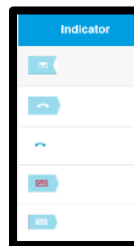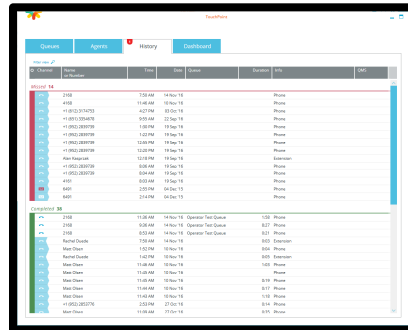Grouped based on how you take calls from them

Agents View

Shows who is logged in, on a break, in worktime, on a call, etc. Also displays which class agents are logged in to
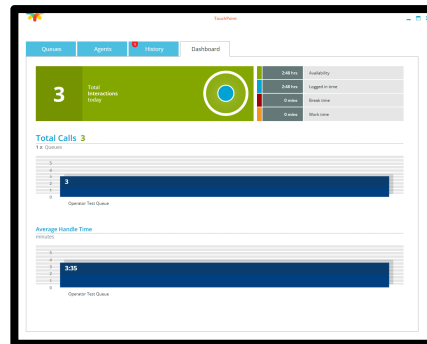

History View

Displays past calls and pending wrap-ups

- Direct Outbound Interaction
- Direct Inbound Interaction
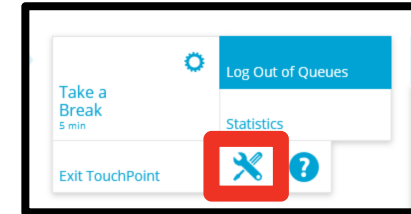- Queue Interaction
- Un-played Message
- Played Message

Dashboard View

Displays statistics related to agent productivity. Shows information on break time, worktime, total calls, active calls and average call handle times
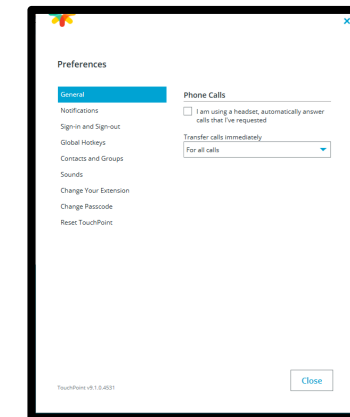

Preferences

- Click on your Name
- Click on the Screwdriver and Wrench

- Customize Preferences

Training Links:

http://www.loffler.com/support/training/voice-solution-training/nec-telephony-phone-systems/

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