Login Instruction

Phase 1 : Phone Setup

1. Open the ZOIPER app



2. Open the VICIdial portal - <u>http://38.102.225.147/vicidial/welcome.php</u>

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3. Click Agent Login



4. Login your assigned VICIdial PHONE LOGIN AND PASSWORD

	phone login
Phone Lo Phone Passw	gin: 8071001
	SUBMIT

5. Login you assigned VICIDIAL USERNAME, PASSWORD and select the CAMPAIGN



6. Click AGENTDIRECT then SUBMIT



7. Answer the call on the Zoiper and listen to the message that you have successfully login.



8. VICIdial Agent's Portal

Logged in as User: PDCI001	1 on Phone: SIP/	8071001 to campaign: 8071001	GROUPS	LOGOUT
₩VICIdial sc	RIPT	2020-08-20 20:30:39 session ID: 8800051 Calls in Queue: 0	NO L	IVE CALL
STATUS: Called: (800)33	0-5349 UID: M8	320080603000000055	seco	onds: 15
YOU ARE ACTIVE	Customer T	ime: Channel:		<u>commit</u>
DIAL NEXT NUMBER		Customer Information:		
RECORDING FILE:	Title:	First: MI: Last :		
20200820-200603_800330	Address1:			
START RECORDING	Address2:	Address3:		
	City:	State: PostCode:		
WEB FORM 2	Province:	D: Gender: U - Undefined ▼		
PARK CALL	Phone:	DialCode: Alt. Phone:		
TRANSFER - CONF	Show:	Email:		
HANGUP CUSTOMER	Comments:			
SEND DTMF				
*** **		NO ACTIVE CALLBACKS MANUAL DIAL FAST DIAL		
VERSION: 2.14-578c BUILD: 11 Show conference call channel	90108-0833 Serve <u>information</u>	ar: 38.102.225.147	IUTE 🕢 🛛	<u>Agents View +</u>

8.1 Agent's Status

8.1.1 YOU ARE ACTIVE - Agent is ready to receive call



8.1.2 YOU ARE PAUSED – Agent will not receive incoming calls and can use the MANUAL DIAL to do outgoing calls



8.2 HANGUP CUSTOMER – click to end all conversation (do not hangup on the Zoiper)



8.3 SEND DTMF – input DTMF here



Phase 2 : Citrix Login

- 1. Goto https://cbapps.sccompanies.com/logon/LogonPoint/tmindex.html
- 2. Enter your USERNAME and PASSWORD

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	Citrix Gateway		First factor								
			Log On								

3. For the PingID passcode

< → C	cbapps.sccompanies.com/lo	ogon/LogonPoint/tmindex.html		N 8
	Citrix Gateway		Plesse provide your PingiD passcode.	

4. Open the PingID app



5. Copy the 6-digit code

	D PingID — X
	Ping <mark>iD</mark>
Citrix Gateway	119176
	Refresh Copy

6. Paste and Submit

Citrix Gateway	Password	Please provide your PingID passcode.
		Submit

7. Goto APPS tab and Open the INTERACTION DESKTOP



8. Logon to the Interaction Desktop



9. You are now ready to take a call.

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Phase 3 : Bluezone Login

1. Open the Bluezone app

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2. Login your Mainframe UserId and Password



Phase 4 : Logging Off

- Interaction Desktop
 1.1 Click File Log off
 - 1.2 Click File Exit



2. Citrix Logoff

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Interaction Desktop	Internet Explorer	OneDrive Online - Call Center	Orderfind	Outlook Online - CallCenter	Remote Desktop Connection Corp	SC Data Pop	Sharepoint - Call Center

- 3. Bluezone Logoff
 - 3.1 Press Pausebreak for blank Bluezone screen
 - 3.2 Type SEOF then ENTER



4. Logout from the VICIdial portal

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Logged in as User: PDCI001	on Phone: SIP/8071001	to campaign: 8071001	GROUPS LOGOUT
₩VICI dial sc	RIPT	2020-08-20 21:37:58 session ID: 8800051 Calls in Queue: 0	NO LIVE CALL
STATUS:			seconds:
YOU ARE PAUSED	Customer Time:	Channel:	commit
DIAL NEXT NUMBER		Customer Information:	
LEAD PREVIEW RECORDING FILE:	Title:	First: MI: Last :	
	Address1:		
RECORD ID:	Address2:	Address3:	
	City:	State: PostCode:	
WEB FORM WEB FORM 2	Province:	Vendor ID: Gender: U - Undefined V	
PARK CALL	Phone:	DialCode: Alt. Phone:	
TRANSFER - CONF	Show:	Email:	
HANGUP CUSTOMER	Comments:		
SEND DTMF			
		NO ACTIVE CALLBACKS MANUAL DIAL FAST DIAL	
VERSION: 2.14-578e BUILD: 16 Show conference call channel	0108-0833 Server: 38.102. information	225.147	<u>Agents View +</u>