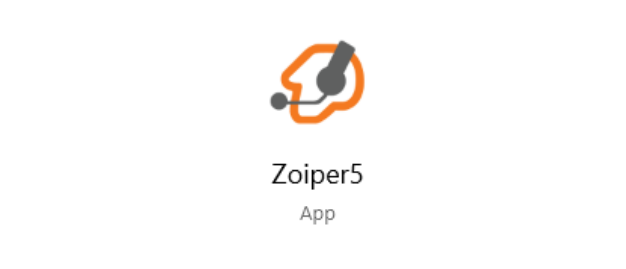


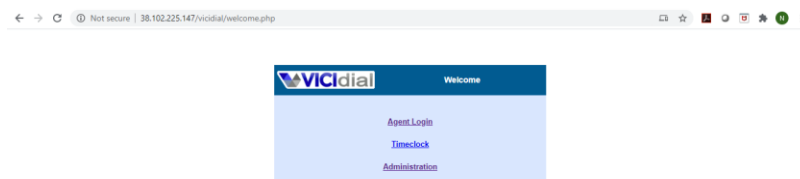
Login Instruction

Phase 1 : Phone Setup

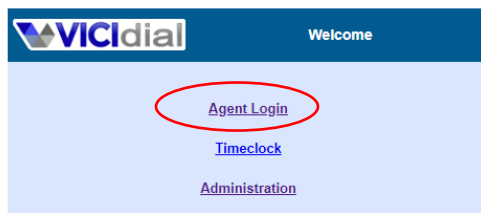
1. Open the ZOIPER app



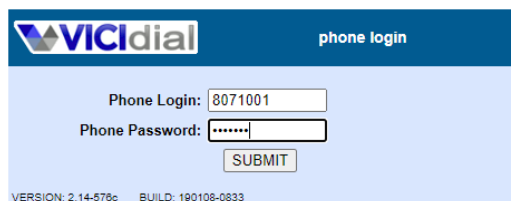
2. Open the VICdial portal - <http://38.102.225.147/vicidial/welcome.php>



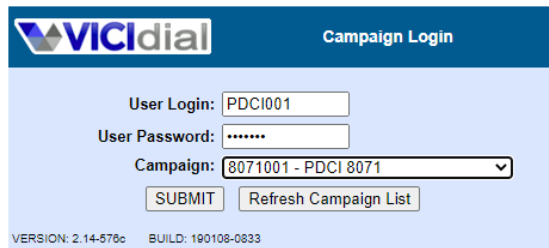
3. Click Agent Login



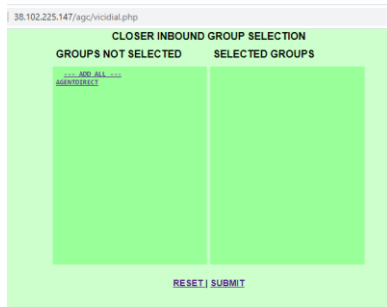
4. Login your assigned VICdial PHONE LOGIN AND PASSWORD



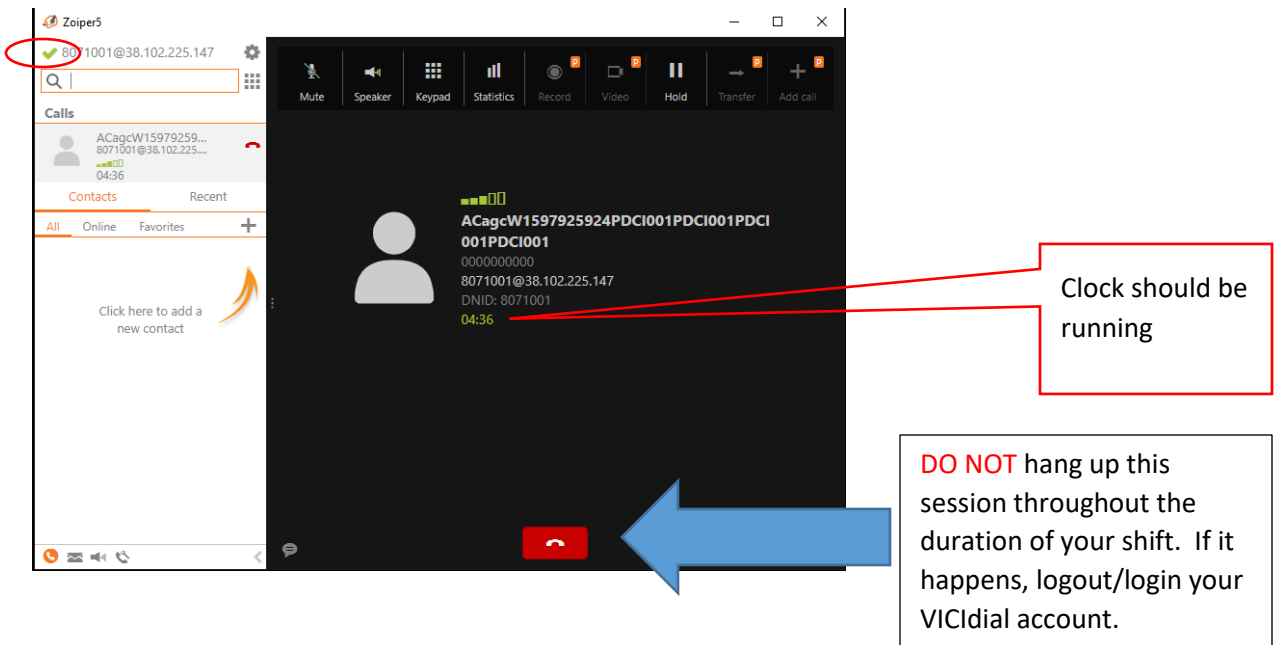
5. Login you assigned VICIDIAL USERNAME, PASSWORD and select the CAMPAIGN



6. Click AGENTDIRECT then SUBMIT



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



Clock should be running

DO NOT hang up this session throughout the duration of your shift. If it happens, logout/login your VICIdial account.

8. VICIdial Agent's Portal

Logged in as User: PDCI001 on Phone: SIP/8071001 to campaign: 8071001

2020-08-20 20:30:39 session ID: 8600051
Calls in Queue: 0

GROUPS LOGOUT
NO LIVE CALL

STATUS: Called: (800)330-5349 UID: M8200806030000000055 seconds: 15
[commit](#)

YOU ARE ACTIVE
DIAL NEXT NUMBER

LEAD PREVIEW
RECORDING FILE:
20200820-200803_800330...
RECORD ID:
START RECORDING

WEB FORM
WEB FORM 2

PARK CALL
TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Time: Channel:
Customer Information:
Title: First: MI: Last:
Address1:
Address2: Address3:
City: State: PostCode:
Province: Vendor ID: Gender: U - Undefined ▾
Phone: DialCode: Alt. Phone:
Show: Email:
Comments:

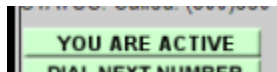
[NO ACTIVE CALLBACKS](#)
[MANUAL DIAL](#) [FAST DIAL](#)

VERSION: 2.14-576c BUILD: 190108-0833 Server: 38.102.225.147
[Show conference call channel information](#)

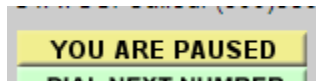
MUTE [Agents View +](#)

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)

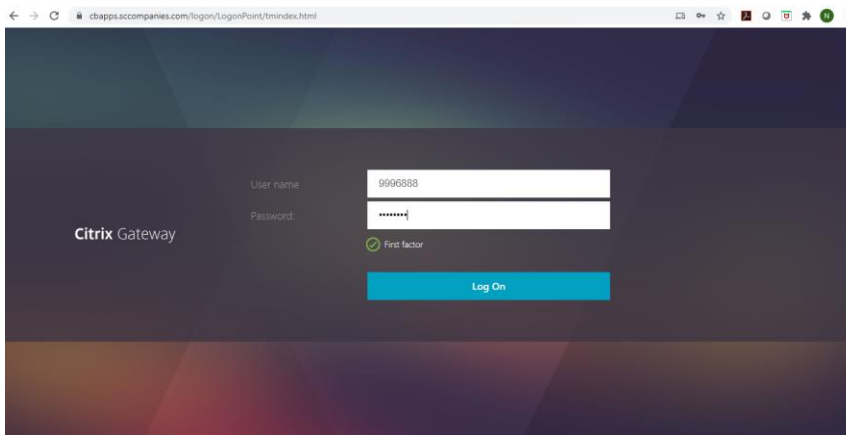


8.3 SEND DTMF – input DTMF here

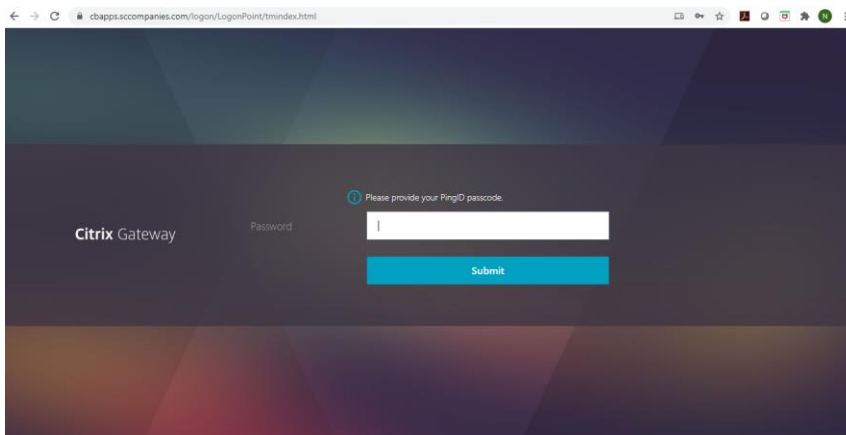


Phase 2 : Citrix Login

1. Goto <https://cbapps.scompanies.com/logon/LogonPoint/tmindex.html>
2. Enter your USERNAME and PASSWORD



3. For the PingID passcode

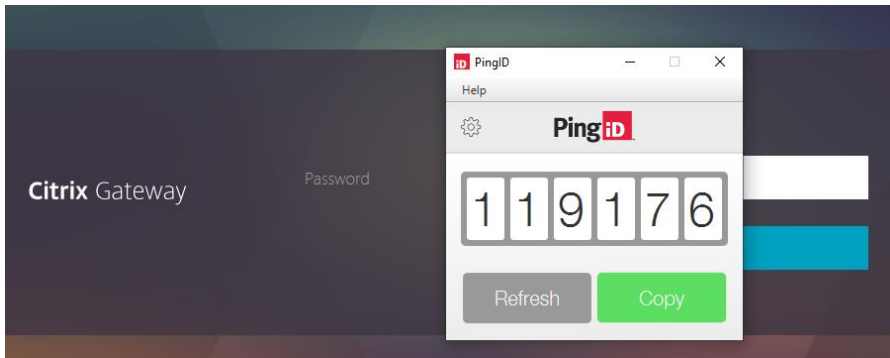


4. Open the PingID app

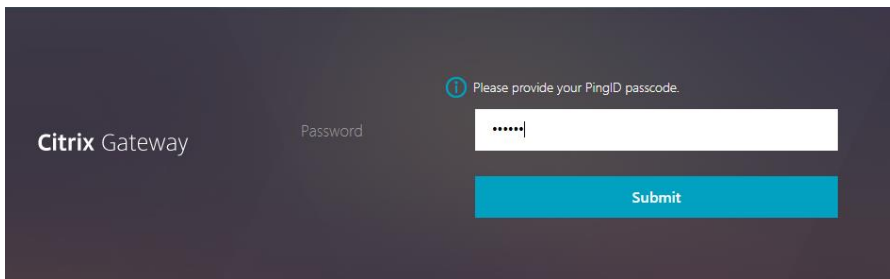


PingID
App

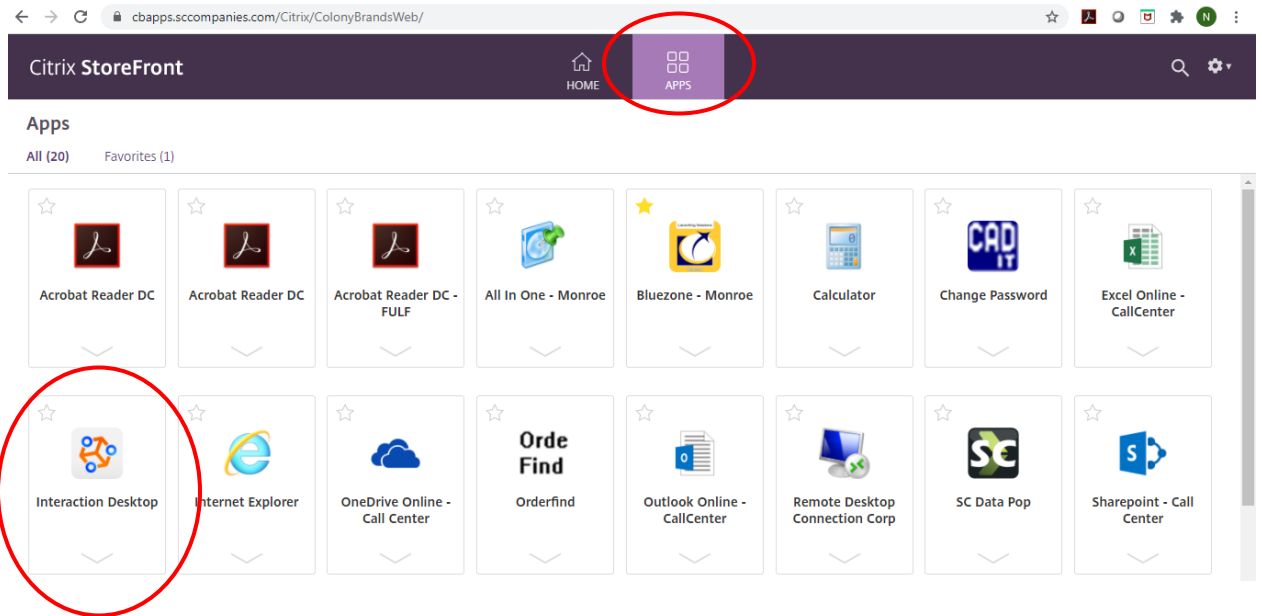
5. Copy the 6-digit code



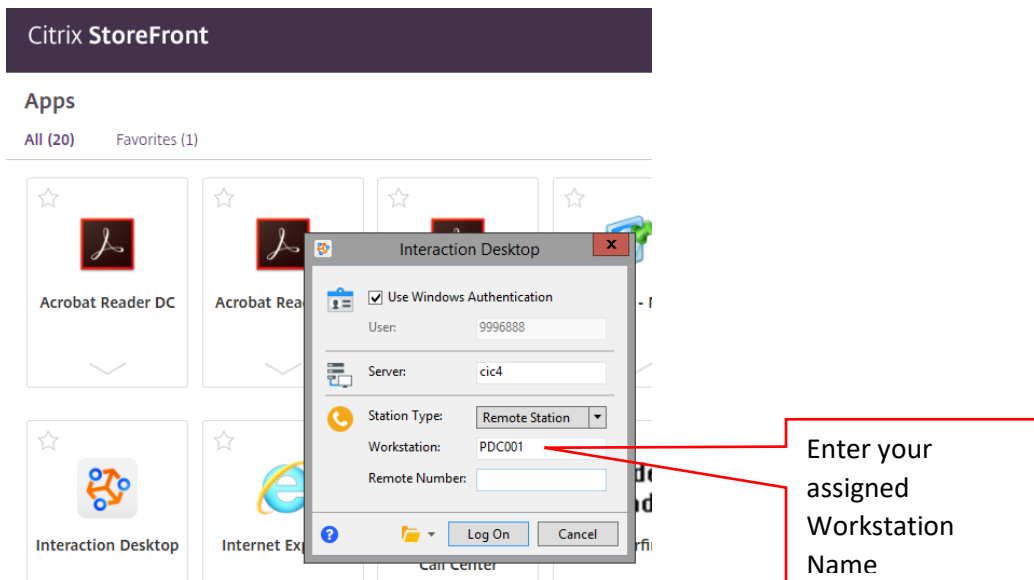
6. Paste and Submit



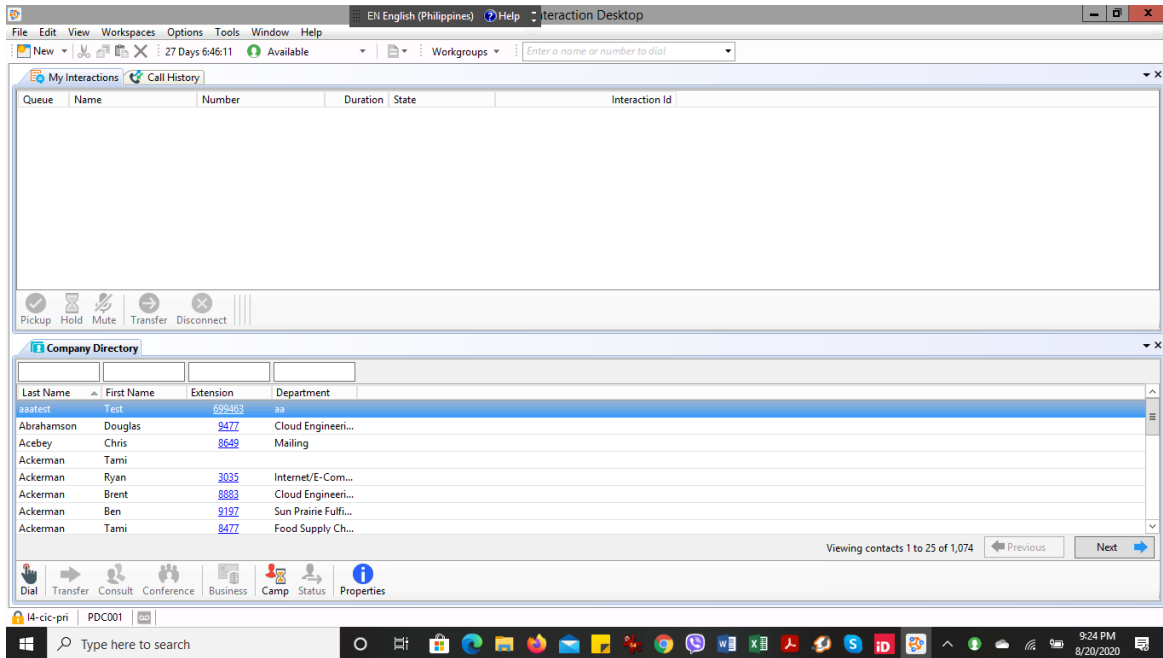
7. Goto APPS tab and Open the INTERACTION DESKTOP



8. Logon to the Interaction Desktop

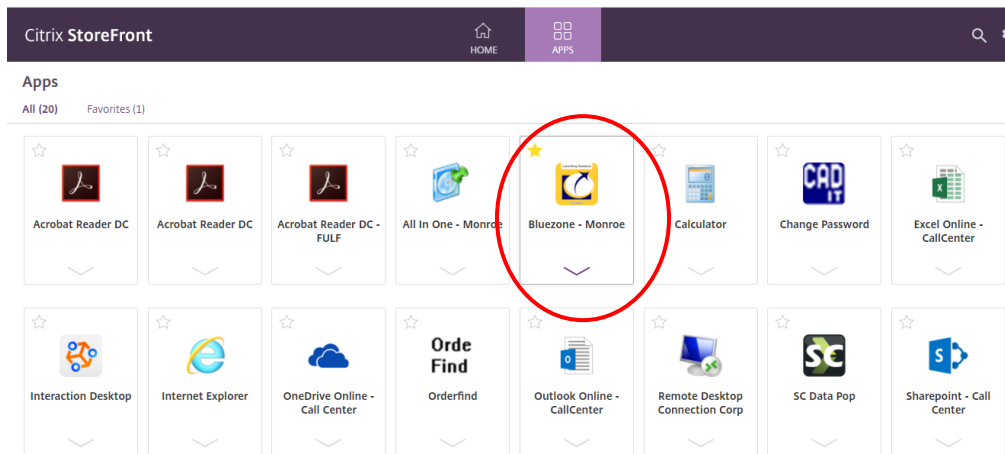


9. You are now ready to take a call.

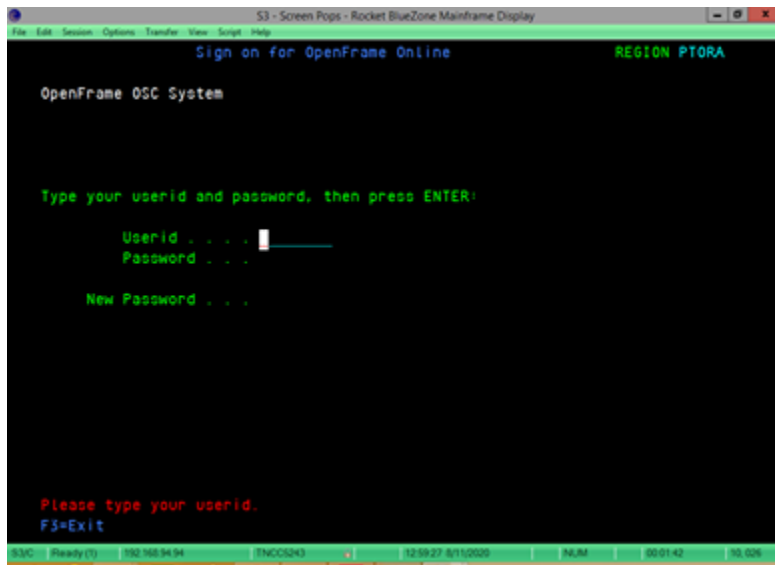


Phase 3 : Bluezone Login

1. Open the Bluezone app

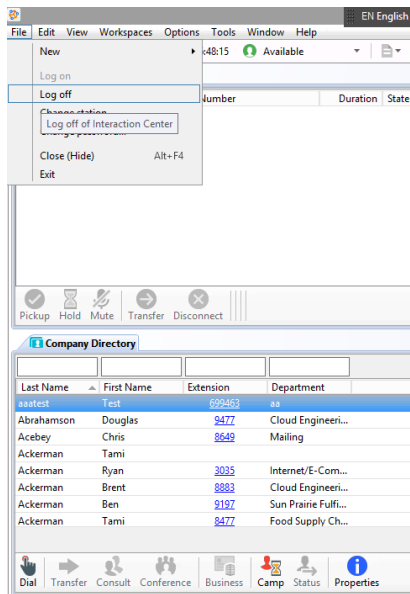


2. Login your Mainframe UserId and Password

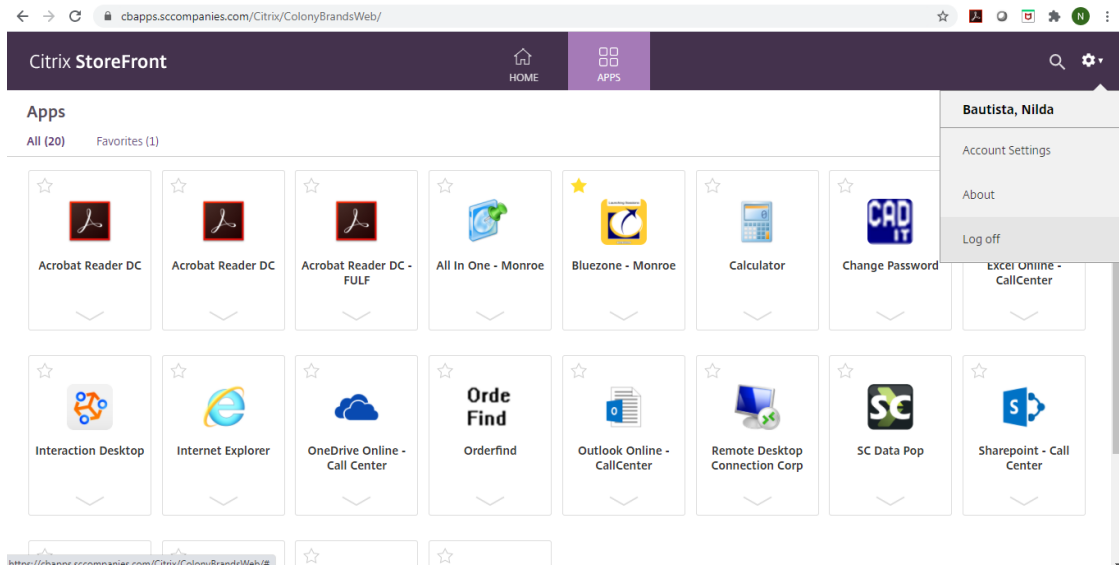


Phase 4 : Logging Off

1. Interaction Desktop
 - 1.1 Click File – Log off
 - 1.2 Click File – Exit



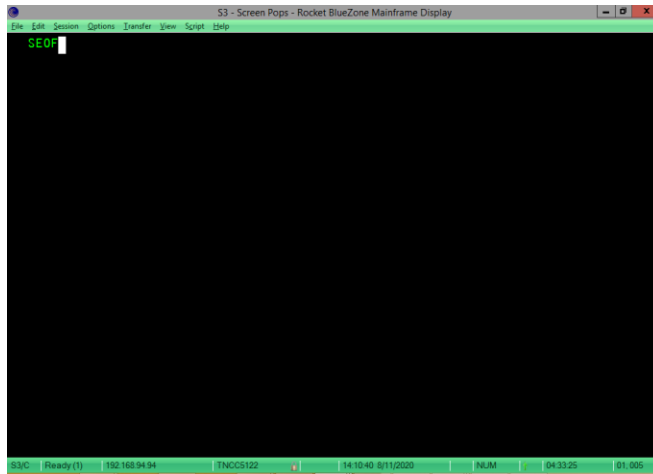
2. Citrix Logoff



3. Bluezone Logoff

3.1 Press Pausebreak for blank Bluezone screen

3.2 Type SEOF then ENTER



4. Logout from the VICIdial portal

The screenshot shows the VICIdial SCRIPT interface. At the top, the browser address bar displays "Not secure | 38.102.225.147/agc/vicidial.php". The page header includes "Logged in as User: PDCI001 on Phone: SIP/8071001 to campaign: 8071001", the date "2020-08-20 21:37:58", session ID "9600051", and "Calls in Queue: 0". Navigation links for "GROUPS" and "LOGOUT" are visible in the top right.

The main interface is titled "VICIdial SCRIPT" and features a "STATUS" section. On the left, there is a vertical menu with buttons: "YOU ARE PAUSED", "DIAL NEXT NUMBER", "LEAD PREVIEW", "RECORDING FILE:", "START RECORDING", "WEB FORM", "WEB FORM 2", "PARK CALL", "TRANSFER - CONF", "HANGUP CUSTOMER", and "SEND DTMF".

The central area contains a form for "Customer Information" with fields for Title, First, MI, Last, Address1, Address2, Address3, City, State, PostCode, Province, Vendor ID, Gender (set to "U - Undefined"), Phone, DialCode, Alt. Phone, Show, and Email. A "Comments" field is located at the bottom of this section.

In the top right corner of the main interface, the text "seconds: commit" is displayed, with "seconds:" in red and "commit" in blue. This text is circled in red in the image.

At the bottom of the page, there is a status bar with "NO ACTIVE CALLBACKS", "MANUAL DIAL", "FAST DIAL", and "Agents View" links. The footer contains version information: "VERSION: 2.14.4766 BUILD: 190108-0833 Server: 38.102.225.147" and a link to "Show conference call channel information".