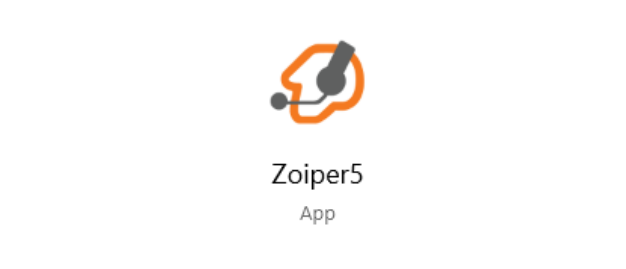# Login Instruction

Phase 1 : Phone Setup
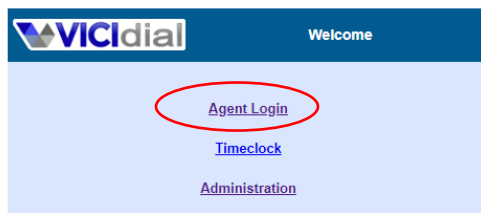
1. Open the ZOIPER app
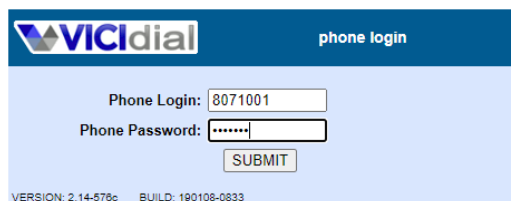

   Zoiper5
   App

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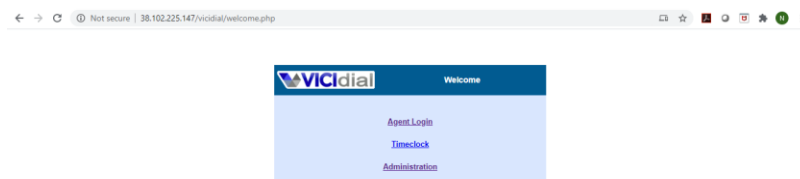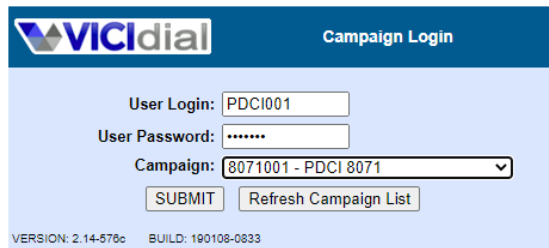

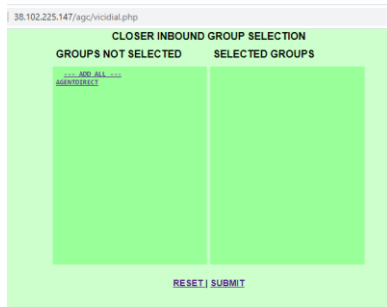3. Click Agent Login

4. Login your assigned VICIdial PHONE LOGIN AND PASSWORD
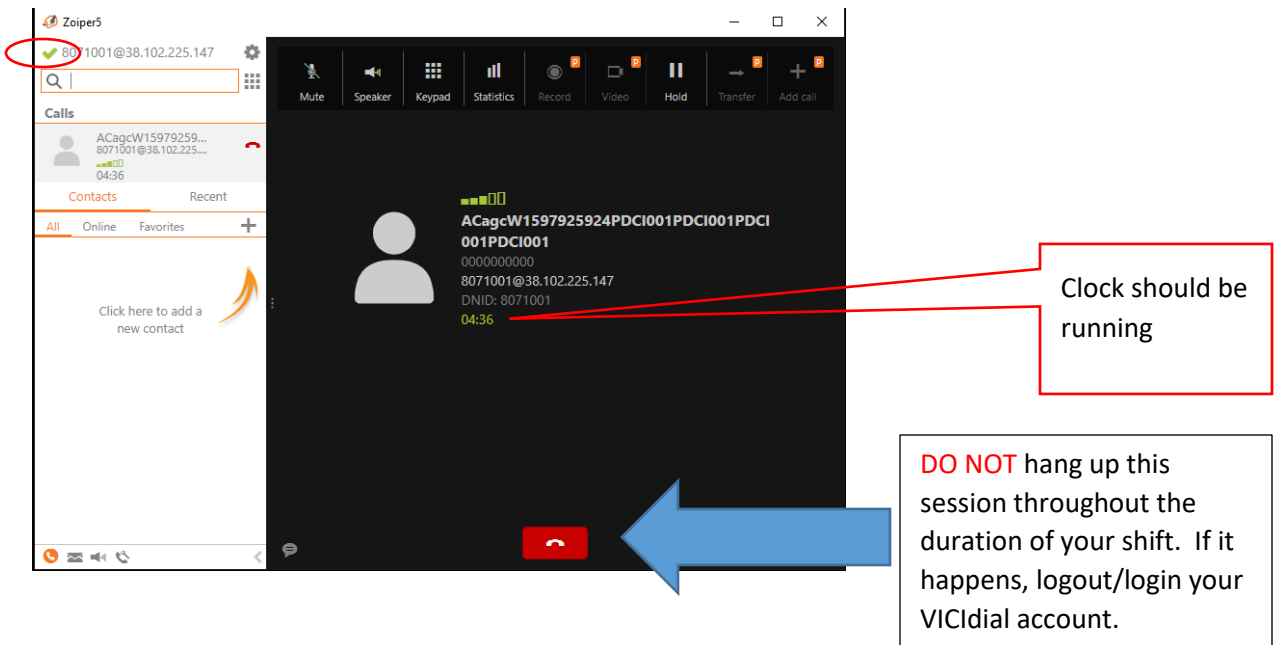

5. Login you assigned VICIDIAL USERNAME, PASSWORD and select the CAMPAIGN

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

GROUPS   LOGOUT

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

NO LIVE CALL

STATUS: Called: (800)330-5349 UID: M8200806030000000055

seconds: 15

YOU ARE ACTIVE
DIAL NEXT NUMBER
☐ LEAD PREVIEW
RECORDING FILE:
20200820-200603_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: [ ]
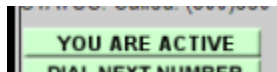Show: [ ] Email: [ ]
Comments:
[0] [ ]

NO ACTIVE CALLBACKS
MANUAL DIAL   FAST DIAL

VERSION: 2.14-576c   BUILD: 190108-0833   Server: 38.102.225.147
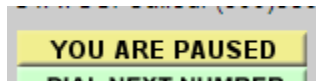Show conference call channel information

MUTE 🔴   Agents View +

commit

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

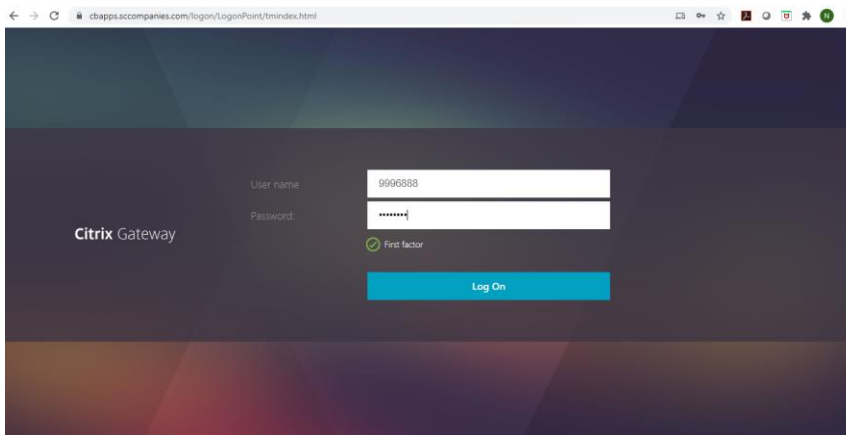8.2 HANGUP CUSTOMER – click to end all conversation (do not hangup on the Zoiper)
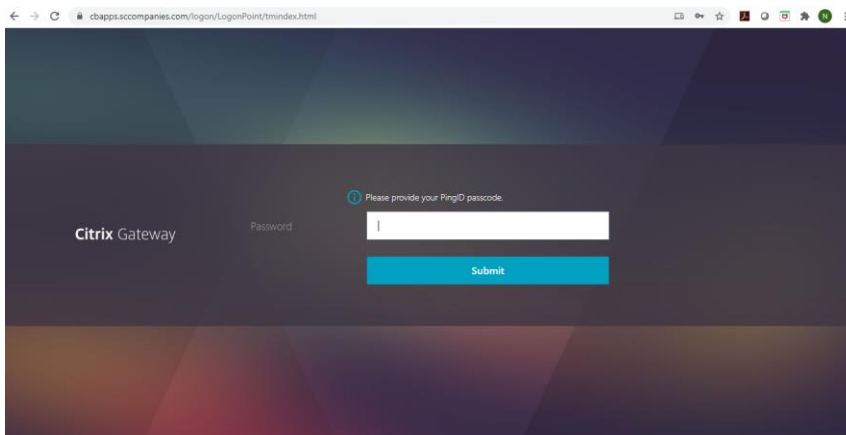
8.3 SEND DTMF – input DTMF here

Phase 2 : Citrix Login

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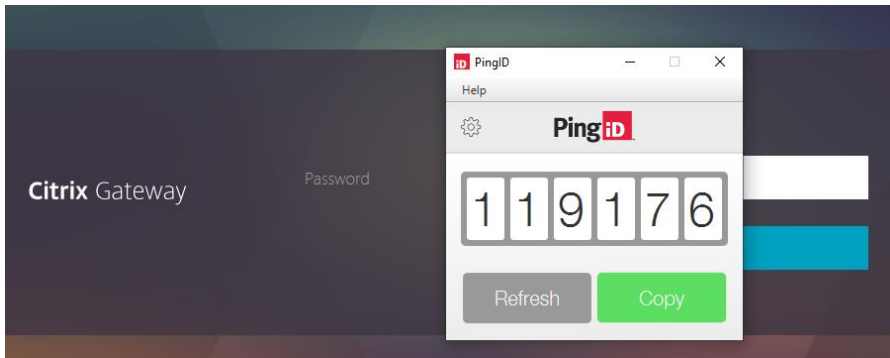
2. Enter your USERNAME and PASSWORD
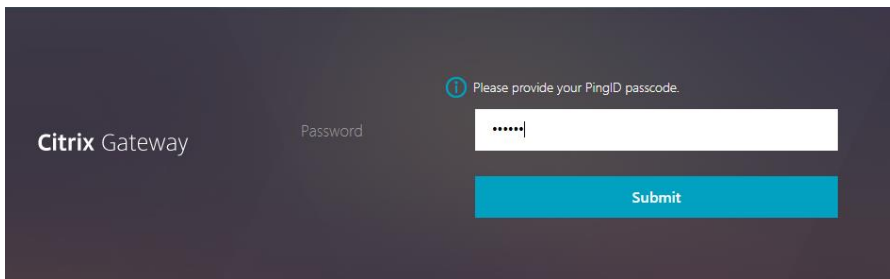

3. For the PingID passcode
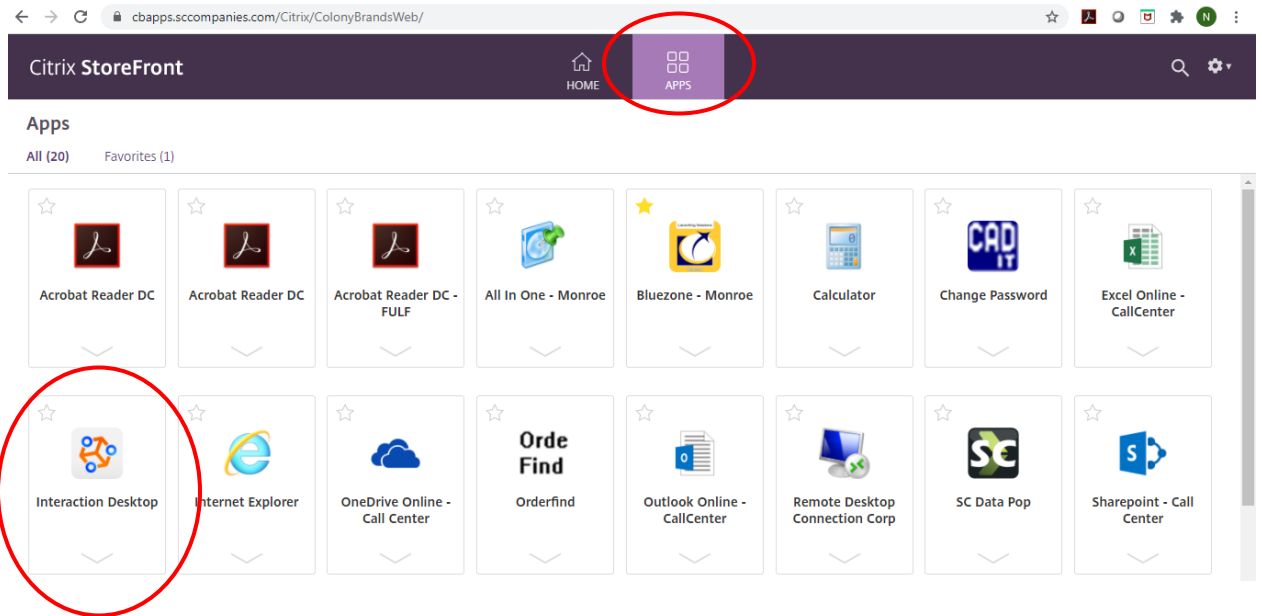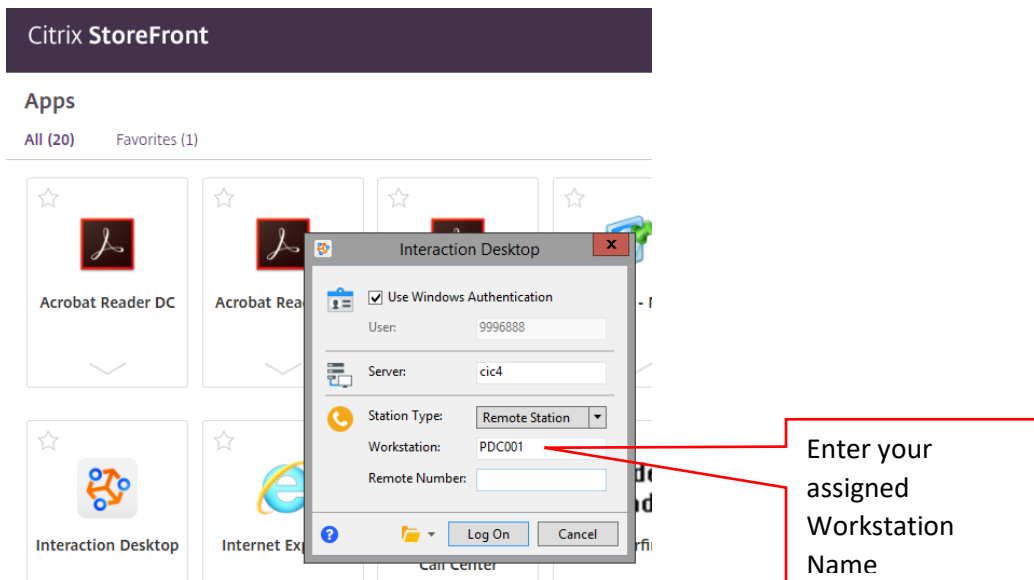
4. Open the PingID app
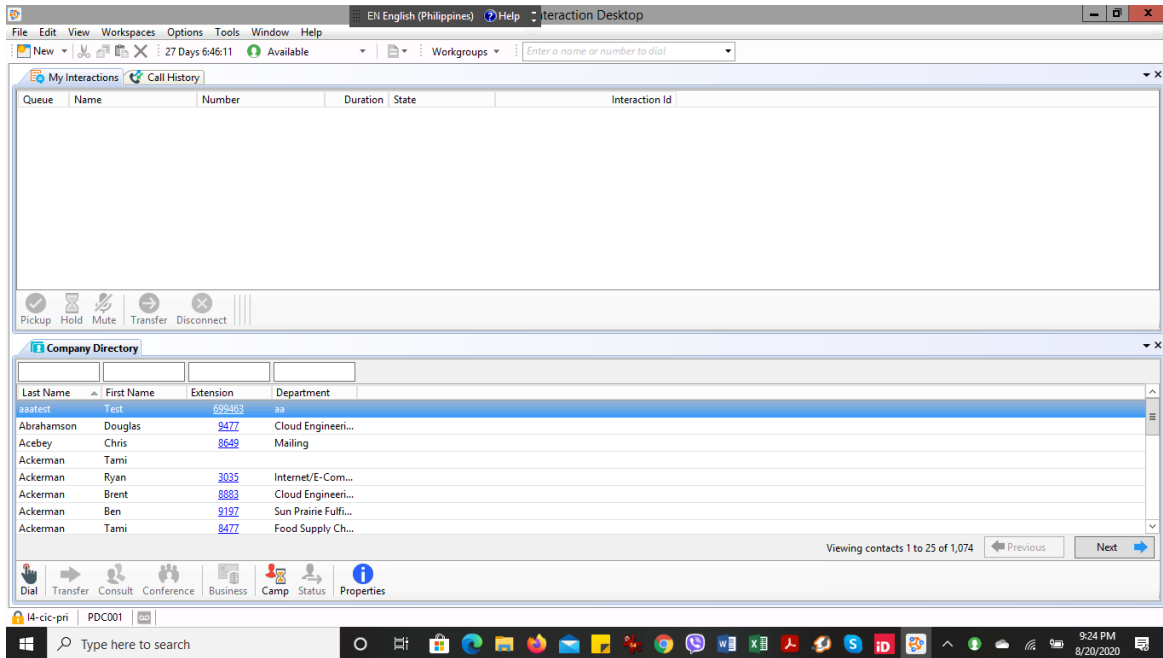

PingID
App

5. Copy the 6-digit code

6. Paste and Submit

7. Goto APPS tab and Open the INTERACTION DESKTOP
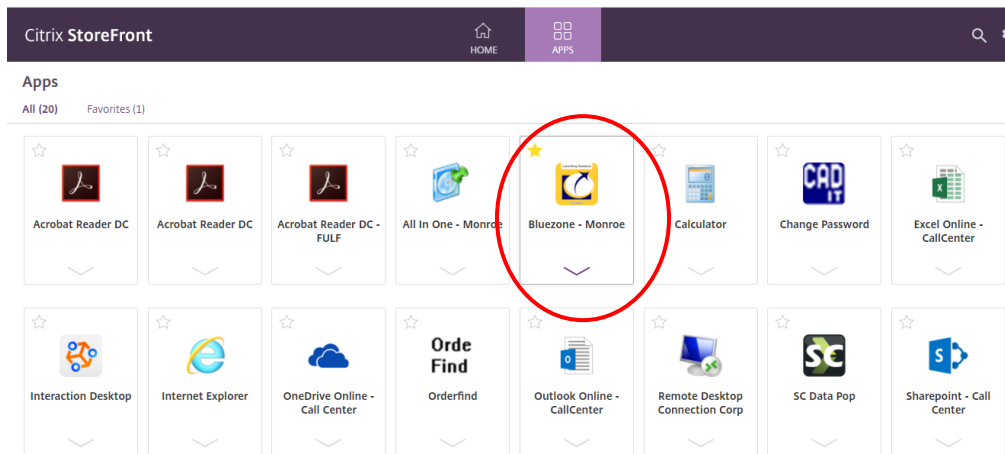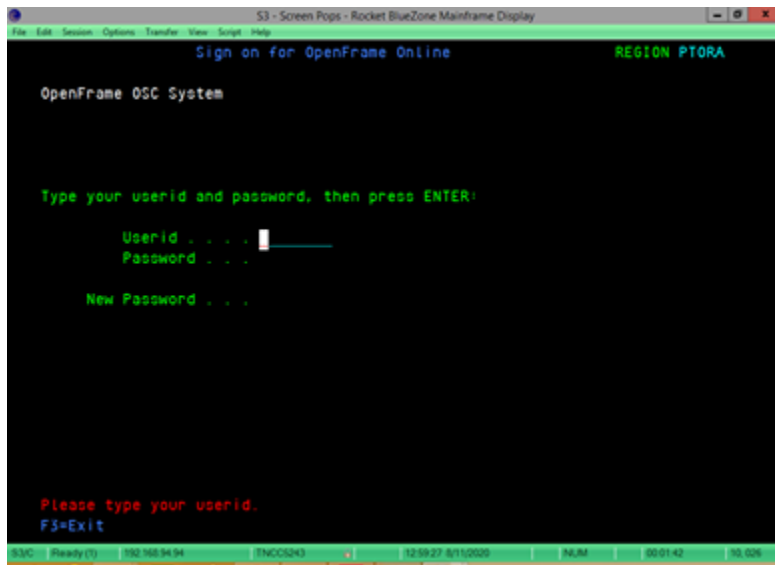

8. Logon to the Interaction Desktop

Enter your assigned Workstation Name

9. You are now ready to take a call.

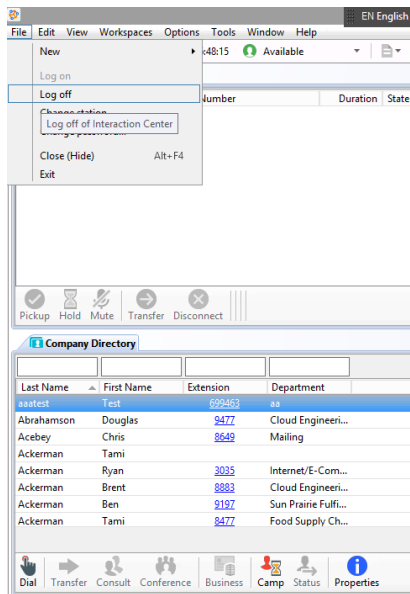# Phase 3 : Bluezone Login

1. Open the Bluezone app

2. Login your Mainframe UserId and Password

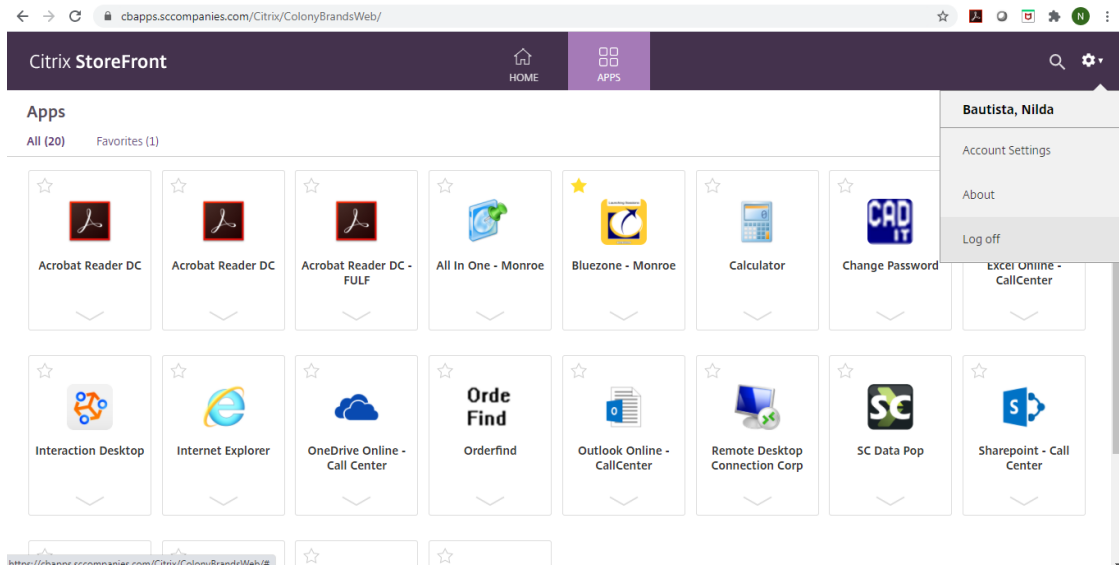# Phase 4 : Logging Off

1. Interaction Desktop
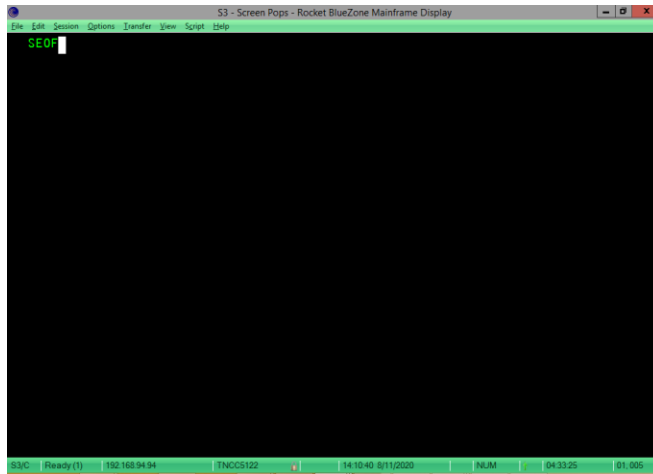   1.1 Click File – Log off

   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