

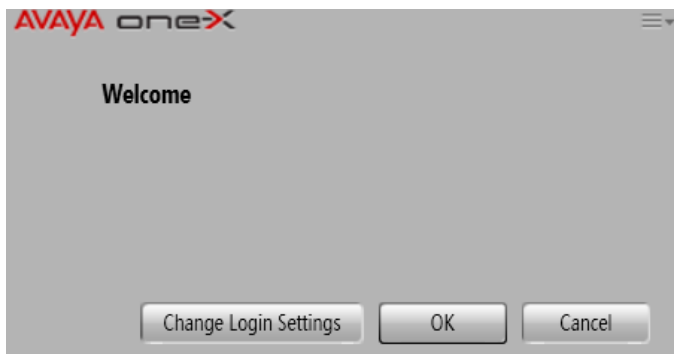
Avaya one-X Agent Login & Log Out Instructions -TELEWORKING

1. Launch the Avaya one-X Agent software located on your desktop



2. Click on “Change Login Settings” to configure the software for your agent ID

*The first time you log into the application, you will have to configure the software for your specific extension and external phone number (*an external number will be used only if you are using a cell phone to have calls route to you while teleworking*). These settings will be retained for each subsequent login.



3. You will need to configure 2 tabs in this Login Settings page. The “Telephony” tab and the “Agent” tab.

Some boxes are already checked and fields are prepopulated so they do not need to be changed. See red arrows for fields you will manually have to enter under each tab. Once **both** tabs have been completed, click on the “Save Settings and Login” button.

The screenshot shows the AVAYA oneX Login Settings page. The 'Agent' tab is selected. The page contains several settings:

- Enable automatic connection to Communication Manager** (checked): Use the information that was last used for successful registration.
- Extension**: A text input field with a red arrow pointing to it from the instruction: "Enter your full 11 digit phone extension (ex. 18604241234)".
- Password**: A password input field with a red arrow pointing to it from the instruction: "Password is prepopulated but is 12345 in case it's deleted".
- Save password during sign in** (checked).
- CM Auto Answer Support Required** (unchecked).
- Warn for Another User Logged in at Extension** (checked).
- Server Address**: A text input field containing "10.9.3.200".
- User Type**: A dropdown menu set to "Agent".
- Place and receive calls using**: A dropdown menu set to "Other Phone" with a red arrow pointing to it from the instruction: "Make sure 'Other Phone' is selected so calls route to a cell phone".
- Telephone at**: A text input field with a red arrow pointing to it from the instruction: "Enter the full 11 digit cell number including a 9 (ex. 918601234567)".
- Changes will take effect at the time of login**.
- Cancel** button.

A red box at the bottom of the page contains the instruction: "Don't save until the Agent tab has been configured!".

AVAYA oneX

Login

Telephony Agent IM

Enable ACD Login

Automatically sign into the ACD server
Use the information that was last used for successful ACD connection

Agent

Password

Save password during sign in

Default Agent state upon ACD connection
Auxiliary

Changes will take effect at the time of login

Save Settings & Log In Cancel

Click Agent Tab

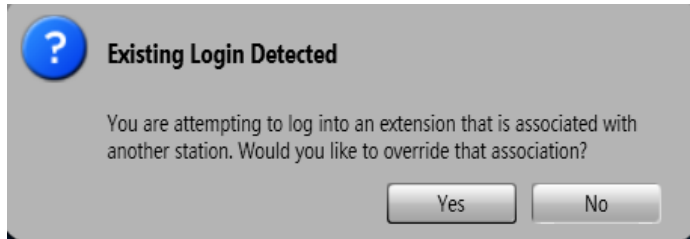
Enter your unique agent ID provided to you (ex. 11110401234)

Enter the password as the last 4 digits of your unique agent ID

Click "Save Settings & Log In" once BOTH tabs have been populated with required information

4. Click “Yes”.

This message is just letting you know that your number is logged in at another location, like at your desk. It’s just verifying that you want to have your number log in on the soft phone on the desktop.



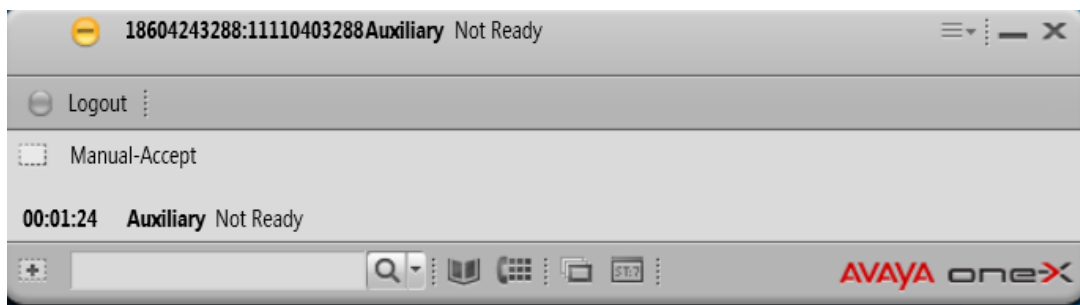
5. Click “Log In”.

*This information should already be prepopulated with your unique Agent ID and Password. If it is not already prefilled, it’s likely because you didn’t populate the agent ID information under the Agent tab in the Login Settings page. You can click cancel and go back to step 3 to configure the Agent ID.



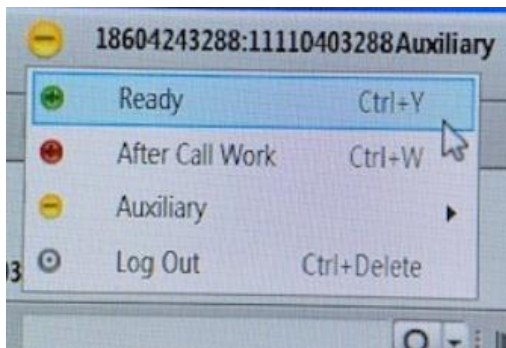
6. Upon clicking Log In, you will receive a phone call into the cell phone which you have calls routing to. Answer the call.

Once you answer, you will hear a 4 digit dialing type tone and a brief off hook sound. You can then hang up. This notifies the system that you are ready to take calls into the cell phone through the software. Your station is now logged into the call center, and it defaults you into a Not Ready state.



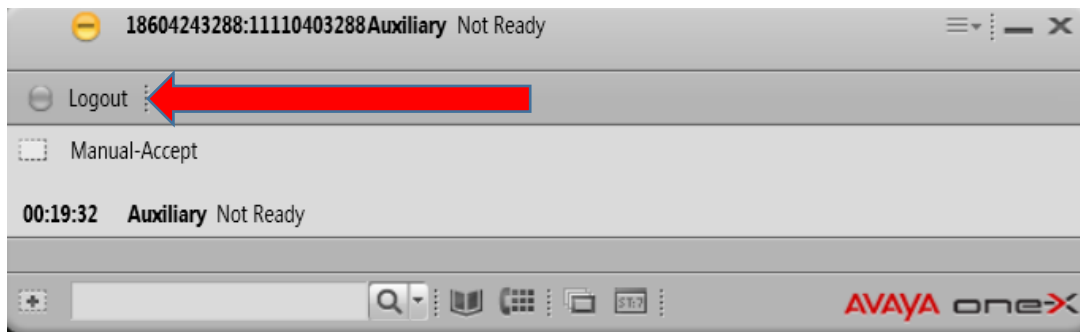
7. Put your station into a Ready state to begin answering calls into the call center.

Click on the circle next to your login ID information. Select "Ready".



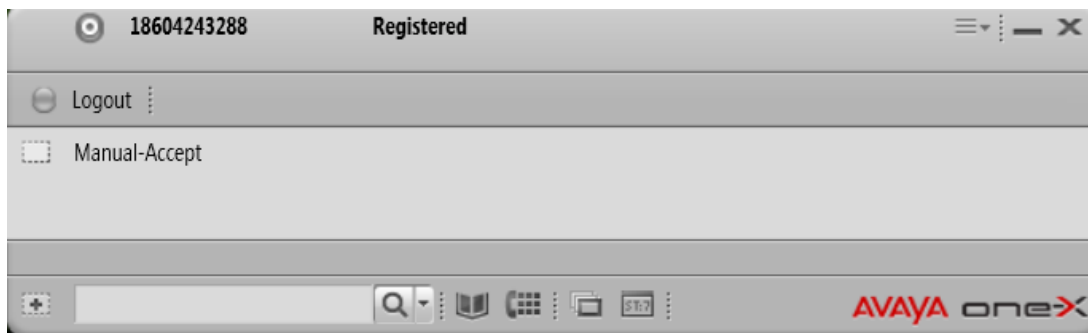
Logging Out of the one-X Agent Software

1. Click on the Logout button on the one-X application

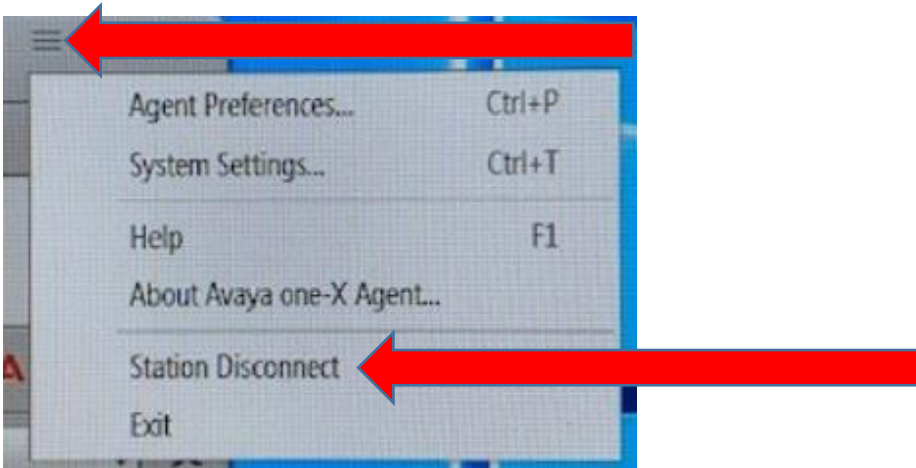


2. Upon clicking Logout, you will receive a phone call into the cell phone which you have calls routing to. Answer the call.

You will hear a 3 tone pulse. This notifies the system that you are no longer logged in to the call center to take calls through the software.



3. Click the three horizontal lines in the right hand corner of the application and select “Station Disconnect” to manually disconnect your phone number



4. Click the “X” in the upper right hand corner of the application to close the software

