Sign In

1. Navigate to *uc.missouri.edu* and click on the words **Contact Center Login**.
2. Enter the **ID, Password** and mobile **Extension** assigned to you.
3. Check the box to sign in as **Mobile Agent**.
4. In the **Mode** field, select **Call by Call**.
5. In the **Dial Number** field, enter the number for the phone you are using.
6. Click **Sign In**.

NOTE: Finesse is not designed to work with the mobile Jabber application.

The top of the Finesse screen will display your Mobile Agent status and that you are not ready to take calls.

Agent States

When first signing in, agents are defaulted to the **Not Ready** state and cannot take calls until they manually select a **Ready** state.

To change the state, click the drop down arrow. When **Ready** is selected, the call bar will change to **Ready to accept incoming calls**. For the **Not Ready** state, it will show **Make a New Call**. To step away for a break, select the appropriate **Not Ready** state for supervisor and team awareness.

Precision Queue Panel

The **Precision Queue** panel provides information about calls in the queue such as the number of calls waiting to be answered and the maximum amount of time the oldest call has been in the queue.

Agent Panel

The **Agent** panel provides information about the other agents signed into the queue, including name, readiness state and length of time in that state.

Make a Call

1. From the drop-down list below the agent name, choose **Not Ready**.
2. Click **Make a New Call**.
3. Enter the number you want to call on the keypad, and then click **Call**. Finesse dials the number.
4. If you are in **Call by Call** mode, the CTI server also sends a setup call to the phone you are using. You must be answer the setup call before the outbound call can be completed.
5. After you answer the setup call, you can perform all other call control functions (such as **Conference**, **Transfer**, **Hold**, **Retrieve**) using Finesse.
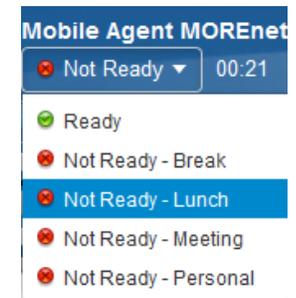
Receive a Call

1. From the drop-down list below the agent name, choose **Ready**.
2. If you are in **Call by Call** mode, you must answer each incoming call on your physical phone. A message displays in Finesse that states the following: *Please answer the call on your phone.* After you answer a call, you can perform all other call control functions (such as **Conference**, **Transfer**, **Hold**, **Retrieve**) using Finesse.

Call Options

While on a call, agents have the following options:

- **Keypad** - Opens the dial pad.
- **Hold** - Places the call on hold.
- **Consult** - Opens the keypad so another agent may be consulted, or can be used to **transfer** a call to another number while remaining on the call.
- **Direct Transfer** - Allows a call to be transferred to another number without remaining on the call (blind transfer).
- **End** – Disconnects the call.

Consulting a Colleague or Transfer

When the consulted agent answers, the call control area will change to show both calls. Agents can:

- Click **Hold** to place the consulted agent on hold.
- Click **Retrieve** to return to the original caller.
- Click **Transfer** to transfer the caller to the consulted agent.
- Click **Conference** to join the consulted agent and the caller in a conference call.
- **End** the call with the consulted agent or the caller.

Wrap-Up

An agent enters a **Wrap-up** state when a call is ended to give the agent time to finish call activities before being presented with the next call. The amount of time allotted for wrap-up is determined by the supervisor.

Sign Out

1. To sign out, select a **Not Ready** state.
2. In the top-right of the screen, select a **Sign Out** reason.

   Note: If an agent just closes the browser, the agent will remain in the queue until signed out either by the agent or the supervisor, and could result in calls not being processed correctly.