SIGN IN
1. Navigate to ucagent.missouri.edu.
2. Enter your user ID, Password and Extension.
3. Do NOT check the box to sign in as a Mobile Agent.
4. Click Sign In.
5. The Home screen is displayed; this is the main work screen.

QUEUE STATISTICS GADGET

The Queue Statistics gadget provides information on current queues and call statistics.

**Queue Name:** Name of the queue, some agents will see multiple queues

**# Calls:** Number of calls waiting in the queue

**Max Time:** Maximum amount of time the oldest call has been in the queue

**Ready:** Number of agents in a Ready state in a queue

**Not Ready:** Number of agents in Not Ready state in a queue

**Active In / Out / Other:** Number of agents on active incoming, outgoing and consult calls

**Wrap Up Ready / Not Ready:** Number of agents completing work for a call and going into a Ready or Not Ready state when finished

AGENT GADGET

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

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 *Manage Call*. To step away for a break, select the appropriate **Not Ready** state for supervisor and team awareness.
RECEIVING NEW CALLS
To answer a new incoming call, click Answer, which displays in the upper right corner of the call control area.

When a new call is received, the call control area will display information about the caller. Agents will be able to see the length of the call, Caller ID, the Queue Name and data about the system.

ACTIVE CALL OPTIONS

While in 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.

CONSULTING A COLLEAGUE

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
To sign out, select a Not Ready state.
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.