
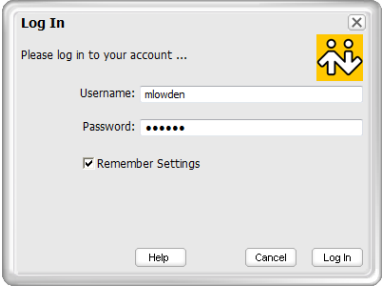




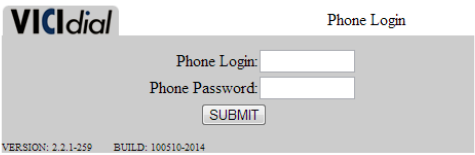



Steps to log in to the Eyebeam Softphone

<p>Step 1: Click on the Eyebeam softphone icon</p>	
<p>Step 2: Enter username and Password Username: _____ Password: _____ Select Remember Settings and click on Log In</p>	
<p>Step 3: Place headset on your head and check microphone and sound settings.</p>	
<p><i>Exit the soft phone.</i> Step 4: Click on the dropdown arrow and select exit.</p>	
<p>Step 5: Confirm the exit.</p>	

Steps to log in to the ViciDial Dialer System

<p>Step 1: Bookmark the following link. This is the front page for the dialer. Here you will log in as an agent:</p>	<p>https://callcenter.chrr.ohio-state.edu</p>
<p>Step 2: Welcome screen select your user type</p> <p>Interviewers: Select Agent Login Agents CM : Select Agent CM Admin and sytem personnel: Select Administration</p>	
<p>Step 2: Access your Phone Login</p> <p>Click on the Submit button.</p> <p>Enter your Phone Login: _____ Enter your Phone Password: _____</p> <p>Click on the Submit button.</p>	<p>Timeclock</p> 
<p>Step 3: Access your Campaign Login</p> <p>Enter your User Login: _____ Enter your User Password: _____ Select Campaign: _____</p> <p>Click on the SUBMIT Button.</p>	<p>Timeclock</p> 

IMPORTANT: As soon as you successfully log in, your eyebeam phone will ring. Answering this call will put you in a conference that you will stay in until you log out of ViciDial. DO NOT manually hang up the eyebeam. Always use the ViciDial web agent page to hang up with the customer and dial.

DECISION SCREEN

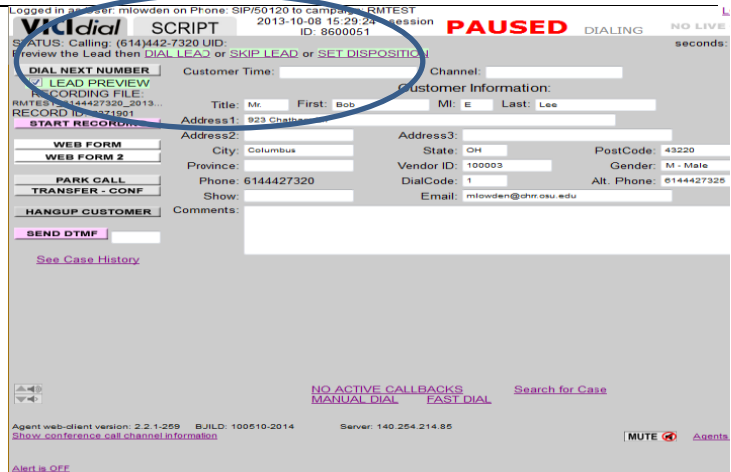
You are automatically in **PAUSED** mode, and in between leads.

To access the next case:

Step 1: Select **LEAD PREVIEW**

Step 2: Click on **DIAL NEXT NUMBER** to display the next respondent's information on the screen.

Step 3: Click on **DIAL LEAD** or **SKIP LEAD** or **SET DISPOSITION**

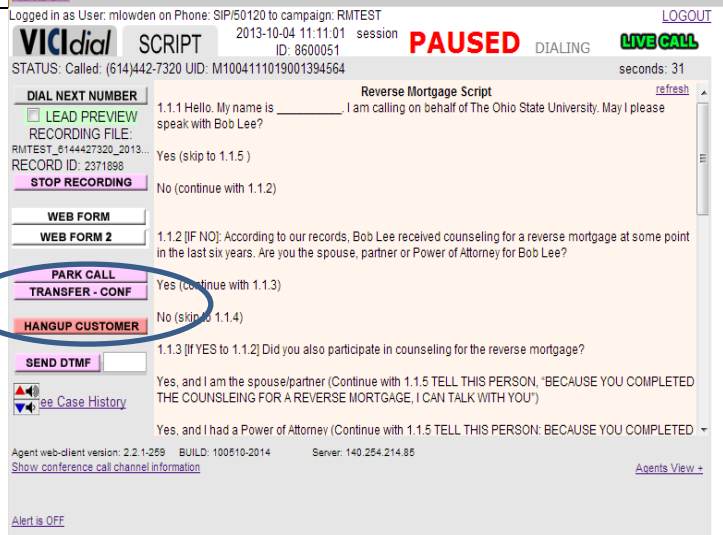


LIVE CALL SCREEN

Live Call/ No Live Call visual status on the top right portion of the agent page.

Script tab will display the script you are to read to the gatekeeper

Once you are done talking to the respondent or gatekeeper click on the **HANGUP CUSTOMER** button which will take you to the disposition screen



CALL DISPOSITION SCREEN

Once you have terminated the call by clicking on **HANG UP CUSTOMER** you can select the call disposition and click on **SUBMIT**

You can also access the CALL DISPOSITION screen by clicking on **SET DISPOSITION** from the DECISION SCREEN without clicking on DIAL LEAD.

After clicking on SUBMIT you will be taken to the DECISION SCREEN where you will repeat the process to dial the next lead.



CALLBACK SCREEN

Callback dispositions will instruct the system to call an available agent at a future date. Callbacks are set in the Agents disposing screen which means the call must be hung up before you can set the callback date/time. Agents should get the date/time from the Respondent before hanging up.
 Select the hour the minutes and AM or PM.
 Enter Soft Appointment or Scheduled Callback in the CB Comments.
 Select the date we are to return the call.
 After a callback date and time has been selected click on SUBMIT.

Bookmark the following link. Know the times your center is open DO NOT set up or volunteer to make callbacks for days and times when your virtual callcenter is closed. Partner with your immediate supervisor to know your center's schedule.
 After a callback date and time has been selected click on SUBMIT.

<http://www.timeanddate.com/worldclock/converter.html>

The system will dial that respondent at the scheduled time at their timezone based on the areacode of their phone number.

DECISION SCREEN

Select LEAD PREVIEW and DIAL NEXT NUMBER to see the next respondent's information on the screen.

When on manual mode you may be asked to preview the case history before you DIAL LEAD manually. You can do so by clicking See Case History

CALLS TO THIS LEAD SCREEN

By clicking See Case History you will see all calls to this LEAD. A quick study on the case and the outcomes will help you determine if to dial this lead or if to skip the lead.

CALLS TO THIS LEAD:

#	DATE TIME	LENGTH	STATUS	TSR	CAMPAIGN LIST	LEAD	HANGUP	PHONE	METHOD	
1	2013-10-08 15:38:01	88	INCALL	mlowden	RMTEST	510	1394568	CALLER	6144427320	MANUAL

DECISION SCREEN

Click on [Search for Case](#) to get to the Search for Leads screen:

Searching for a specific case is useful in the event of an inbound call.

SEARCH FOR LEADS SCREEN

Enter the search criteria and click on the Search button the leads results will appear below for the criteria you have entered.

From this screen you can select the case by clicking on the **Phone Number** hyperlink or select **Show History** which will display all calls to this lead.

When on Autodialer Mode:

Alert ON/OFF turns on the visual indicator that a live call has just been sent to you.

Click on Alert ON/OFF to turn on a web pop up function when live calls are transferred into the agent's conference. This option is located on the bottom left of the agent screen. This will not affect anything other than the web pop up.