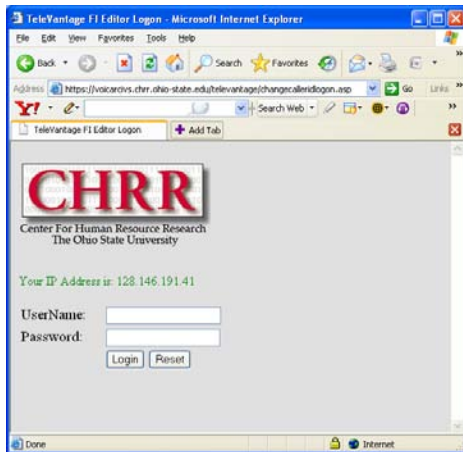


Call Center SIP Agent Queue Change Procedure

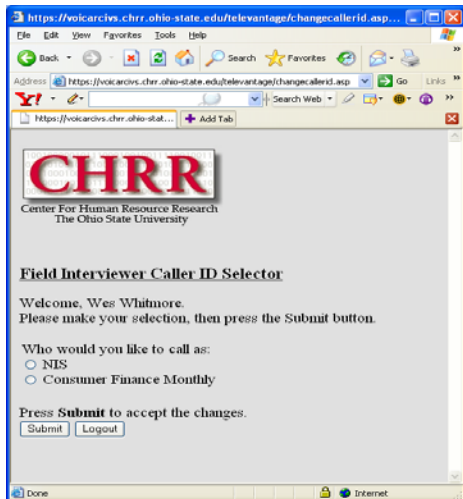
This web application allows agents to change the queue that they are calling from for different campaigns.

STEP 1: Using a web browser, click on the following link:

<https://voicarcivs.chrr.ohio-state.edu/televantage/change calleridlogon.asp>



STEP 2: Enter your SIP **username** and **password**, and press **Login**. The following screen will be displayed:



STEP 3: **Select** the campaign you would like to call from, and press **submit**. Wait for the confirmation that you are now calling as the new campaign, and press logout and close the browser. You are now set up to call from that campaign.

If you have any problems, please contact Wes Whitmore at ext. 150 (soft phone) or 614-442-7350. You may also email Wes at whitmore@chrr.osu.edu.

Created on 5-30-07 by Wes Whitmore.