

UNH Telecom Avaya Workplace Agent Login User Guide

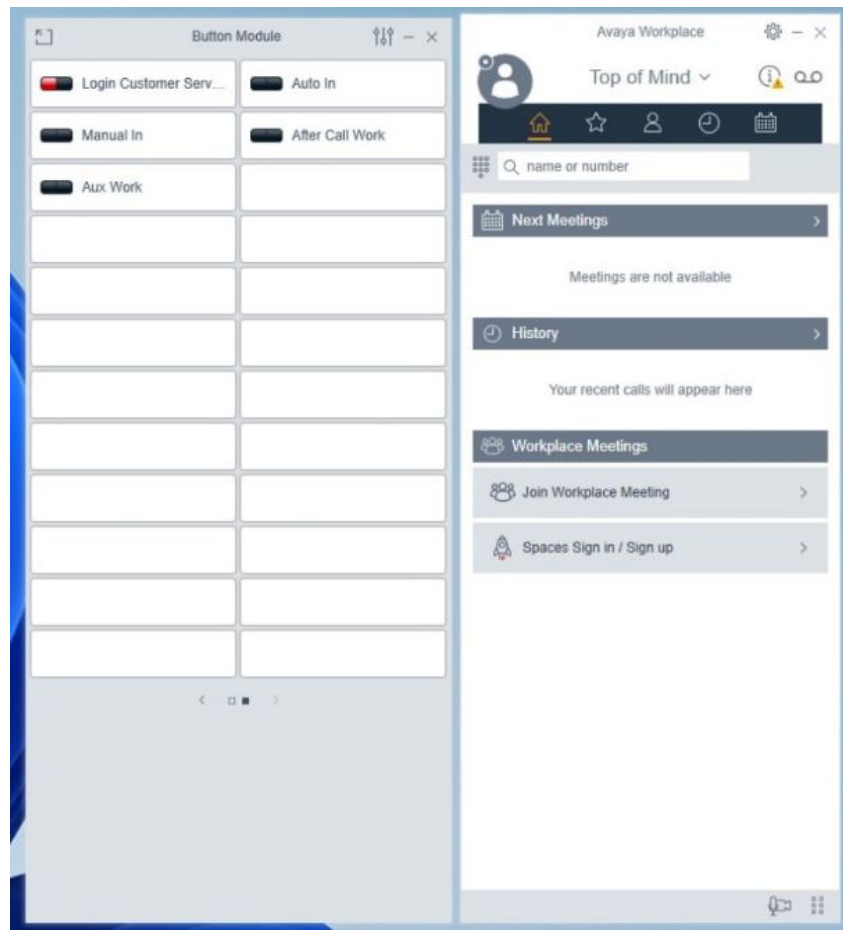
[Home](#) » [UNH](#) » UNH Telecom Avaya Workplace Agent Login User Guide 

Contents

- 1 UNH Telecom Avaya Workplace Agent Login
- 2 How to log into call center
- 3 Status change start/resume answering “call center” calls
- 4 How to log out of the call center
- 5 Documents / Resources



UNH Telecom Avaya Workplace Agent Login



UNH Telecom Avaya Workplace Agent Login Guide

This guide provides instructions on how to log in and use the call center feature of the Avaya Workplace program.

Logging In

To log in to the call center:

1. Open the Avaya Workplace program.
2. Select the six-square icon.
3. If you don't see the center-related buttons on the Button Module, select the >- icon.
4. In the new window, enter your 5-digit call center login.
5. Select LOGIN.

Answering Call Center Calls

To start/resume answering call center calls:

1. On the Button Module, press the AVAILABLE – button.
2. The black/green icon on the Auto In – button indicates you are answering call center calls.

Temporarily Stopping Call Center Calls

To temporarily stop answering call center calls:

1. On the Button Module, press the Aux Work – button.

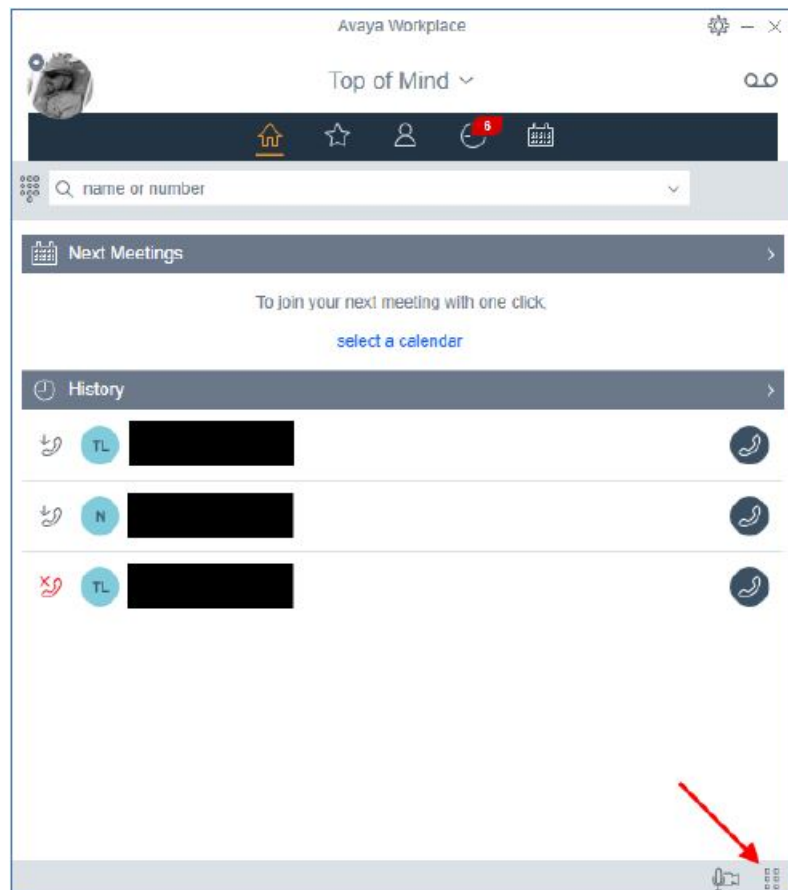
Logging Out

To log out of the call center:

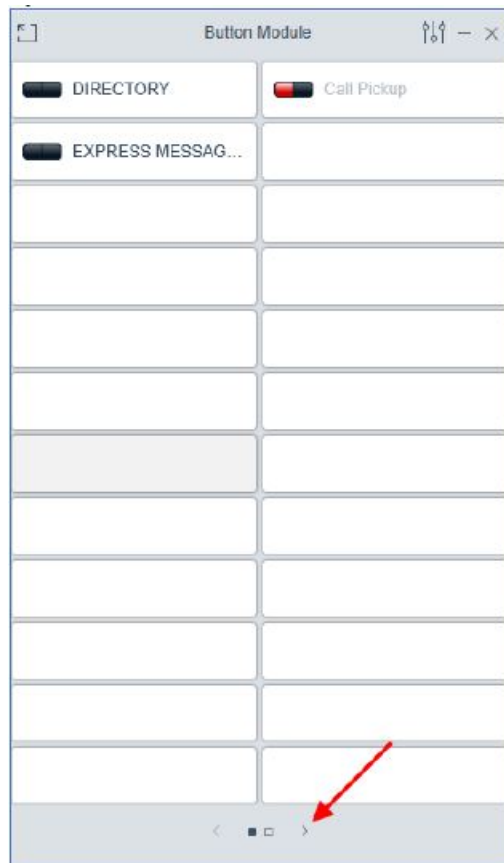
1. On the Button Module, press the Login Logout- button.

How to log into call center

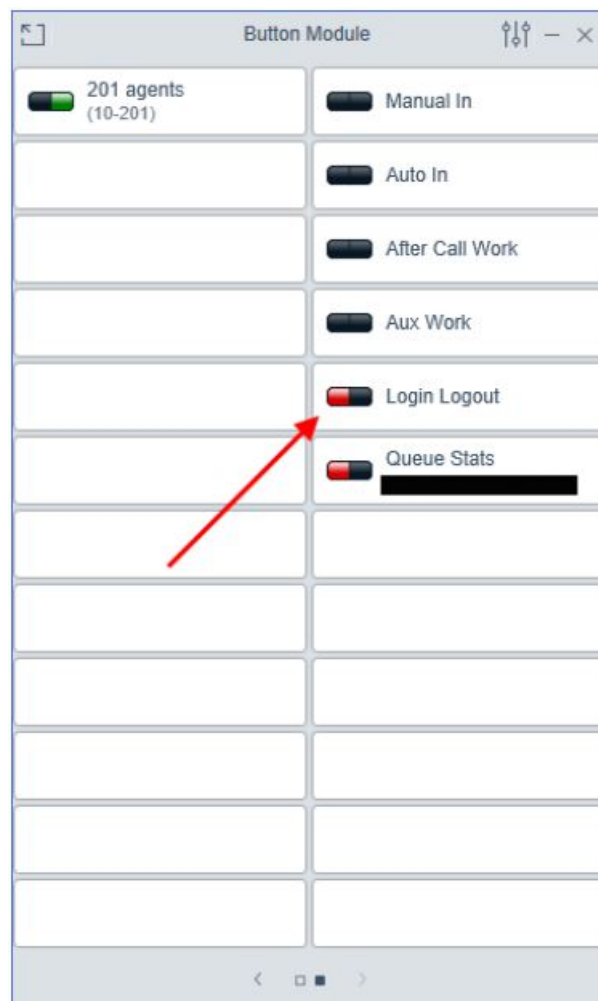
1. In the Avaya Workplace program, select the six-square icon.



If you don't the center-related buttons on the "Button Module", select the ">"- icon.



2. On "Button Module" (new window, press the "Login Logout" – button,



3. In the new window.

- Enter your 5-digit call center login.
- Select "LOGIN".

Please Login using your Customer Service ID and Password. If you are having issues logging in, please contact your support team.

a. →

Customer Service ID

Password

b. → LOGIN

CANCEL

4. The black/green icon on the “Login Logout” – button indicates you’re logged in to the “call center” calls.

Button Module

201 agents (10-201)	Manual In
	Auto In
	After Call Work
	Aux Work
	Login Logout
	Queue Stats

→

To start answering the “call center” calls, go to step no.1 on page no.6

Status change start/resume answering “call center” calls

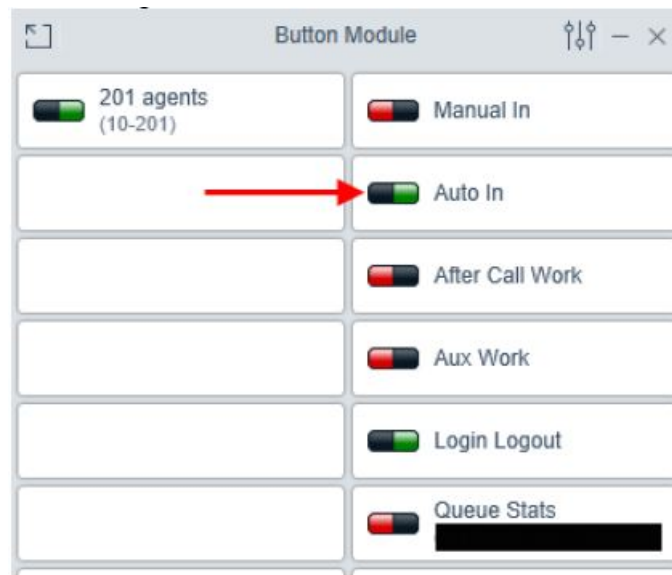
1. On the “Button Module”, press the “AVAILABLE” – button.

Button Module

201 agents (10-201)	Manual In
	Auto In
	After Call Work
	Aux Work
	Login Logout
	Queue Stats

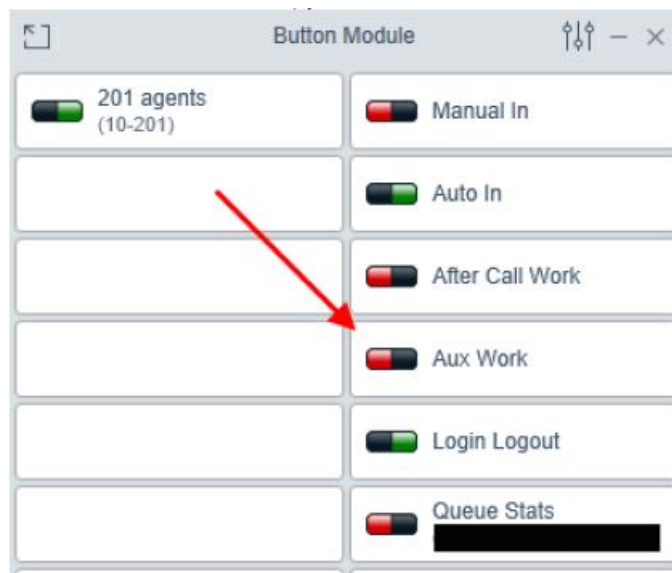
→

2. The black/green icon on the “Auto In” – button indicates you are answering “call center” calls.

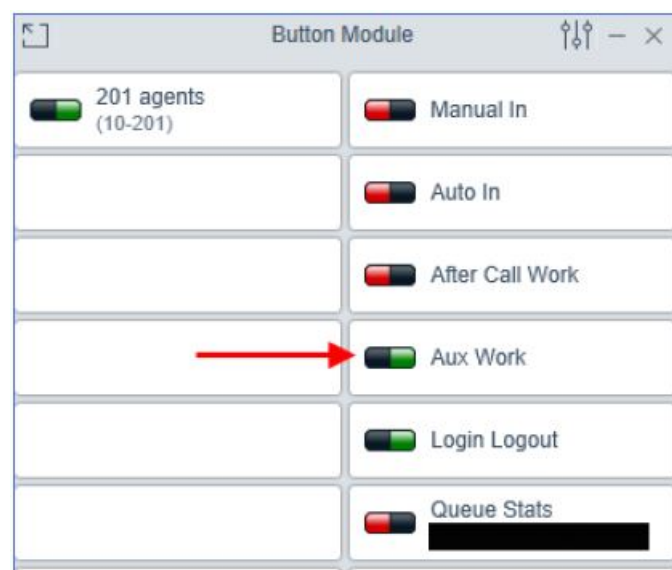


Status change to temporarily stop answering “call center” calls

1. On the “Button Module”, press the “Aux Work” – button”.

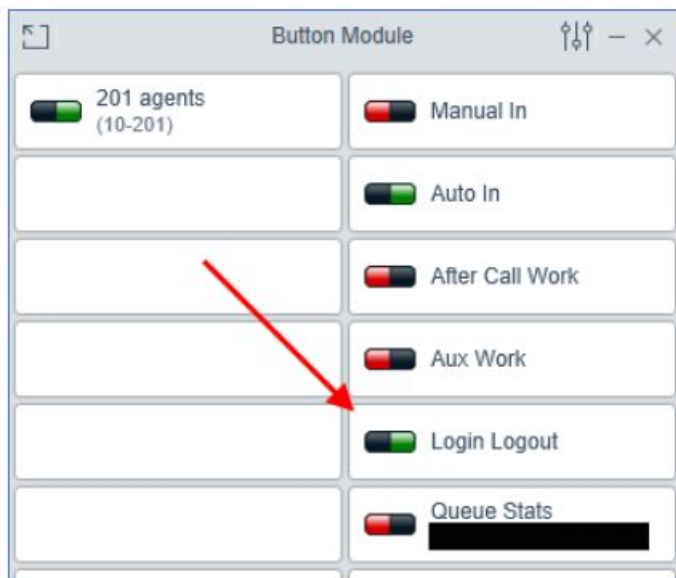


2. The black/green icon on the “Aux Work” – button indicates you no longer answering “call center” calls and are still logged into the “call center”.

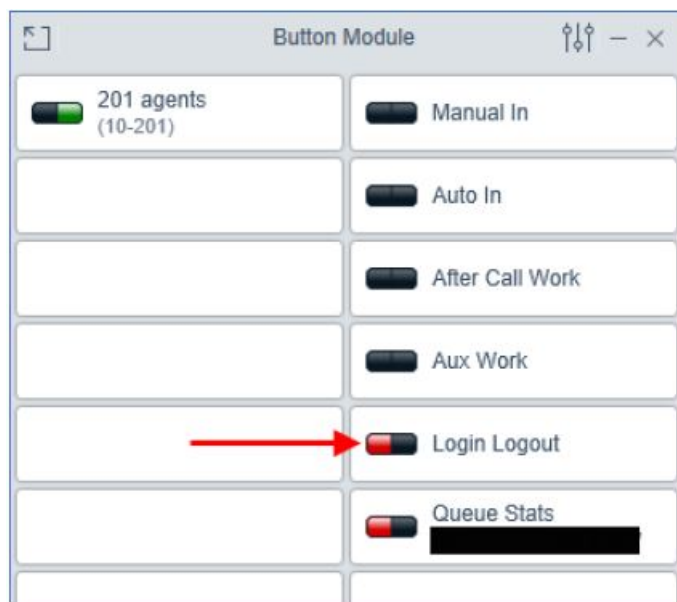


How to log out of the call center

1. On the “Button Module”, press the “Login Logout”- button.



2. The red/black income on the “AGNET LOGIN/LOG..” – button indicates that you’re not logged into the “call center”.



Documents / Resources

UNH Telecom Avaya Workplace Agent Login Guide This document contains: • How to log in to the system • How to log out of the system • How to log in to the system using a mobile device	UNH Telecom Avaya Workplace Agent Login [pdf] User Guide Telecom Avaya Workplace Agent Login, Avaya Workplace Agent Login, Telecom Avaya Workplace Agent, Avaya Workplace Agent, Avaya Workplace
---	---