

Please log in

Username

Password

Log in page



Mitel Connect Contact Center

Not secure | ecc.cerritos.edu/queues

Available Log into my queues Stop taking requests Michele

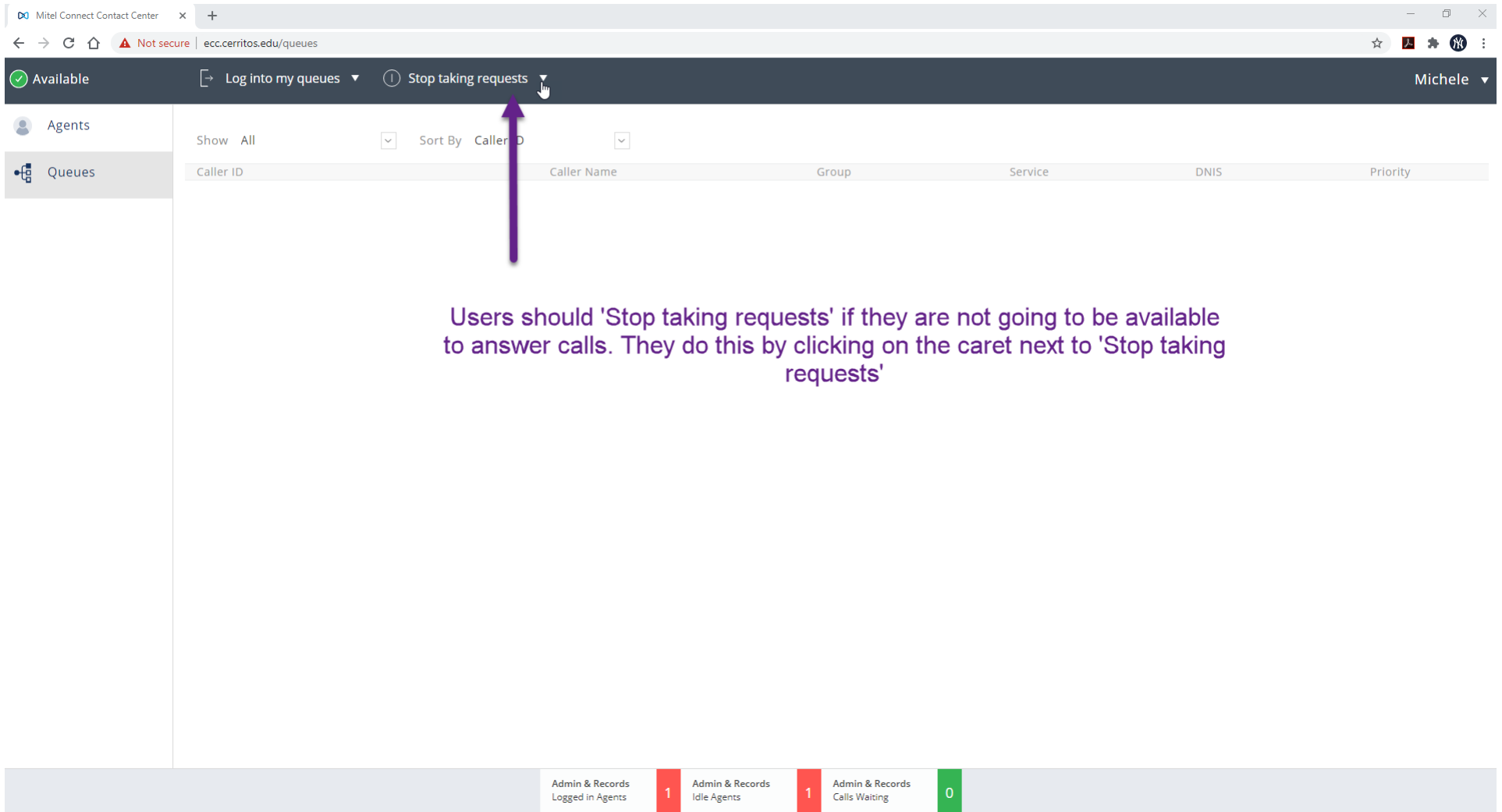
Agents

Queues

Show All Sort By Caller ID

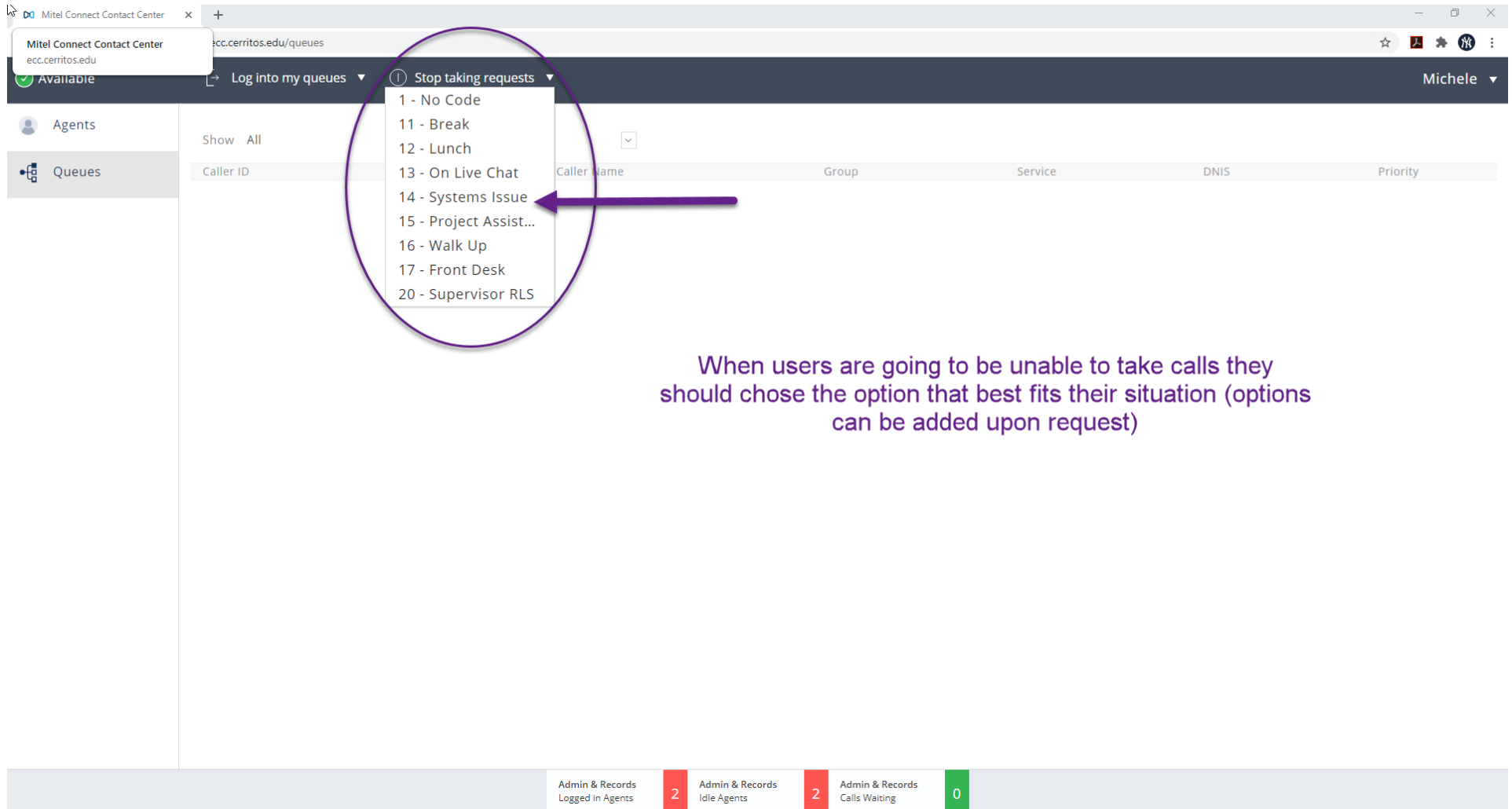
Caller ID	Caller Name	Group	Service	DNIS	Priority
This is the screen you see when you are logged in but not on or receiving a call					

Admin & Records Logged in Agents 1 Admin & Records Idle Agents 1 Admin & Records Calls Waiting 0



The screenshot shows the Mitel Connect Contact Center interface. At the top, there is a navigation bar with a status indicator 'Available', a 'Log into my queues' dropdown, and a 'Stop taking requests' dropdown. A purple arrow points to the downward caret of the 'Stop taking requests' dropdown. Below the navigation bar, there is a table with columns for Caller ID, Caller Name, Group, Service, DNIS, and Priority. At the bottom of the interface, there is a summary bar with three items: 'Admin & Records Logged in Agents' with a count of 1, 'Admin & Records Idle Agents' with a count of 1, and 'Admin & Records Calls Waiting' with a count of 0.

Users should 'Stop taking requests' if they are not going to be available to answer calls. They do this by clicking on the caret next to 'Stop taking requests'



Mitel Connect Contact Center

ecc.cerritos.edu/queues

Available Log into my queues Stop taking requests Michele

Agents

Queues

Show All

Caller ID	Caller Name	Group	Service	DNIS	Priority
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1 - No Code
11 - Break
12 - Lunch
13 - On Live Chat
14 - Systems Issue
15 - Project Assist...
16 - Walk Up
17 - Front Desk
20 - Supervisor RLS

Admin & Records Logged in Agents 2 Admin & Records Idle Agents 2 Admin & Records Calls Waiting 0

When users are going to be unable to take calls they should chose the option that best fits their situation (options can be added upon request)



Mitel Connect Contact Center

ecc.cerritos.edu/queues

00:04 Project Assist... Log into my queues Start taking requests Michele

Agents

Queues

Show All Sort By Caller ID

Caller ID	Caller Name	Group	Service	DNIS	Priority
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Admin & Records Logged in Agents 2 Admin & Records Idle Agents 1 Admin & Records Calls Waiting 0

After users stop taking requests that will be reflected in the top left



Mitel Connect Contact Center

ecc.cerritos.edu/queues

00:04 Project Assist... Log into my queues Start taking requests Michele

Agents

Queues

Show All Sort By Caller ID

Caller ID	Caller Name	Group	Service	DNIS	Priority
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Users can return to an 'Available' state by clicking anywhere in the area within the text 'Start taking requests'

Admin & Records Logged in Agents 2 Admin & Records Idle Agents 1 Admin & Records Calls Waiting 0



Mitel Connect Contact Center

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Available Log into my queues Stop taking requests Michele

Agents

Queues

Show All Sort By Caller ID

Caller ID	Caller Name	Group	Service	DNIS	Priority
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Settings
Sign-Out

Users 'Sign-Out' by clicking on the caret next to their name in the top left corner and selecting 'Sign-Out'

Admin & Records Logged in Agents 2 Admin & Records Idle Agents 2 Admin & Records Calls Waiting 0



Please log in

Username

Password

After Users 'Sign-Out' they will be returned here to the log in page