## PART 1: LAUNCHING INCONTACT MAX AND MAKING OUTBOUND CALLS

	Visit <u>https://login.incontact.co</u> and log in.	om/	2 Click the grid icon on the right corner of the page within the platform.
	Phone Number Or Station ID © Set Phone Number © Integrated Softphone © Integrated Softphone © Remember Me Connect	hat	uera V ③ NICE • inContact III Create New I I I I I I I I I I I I I I I I I I I
Ţ	appears, select "integrated so then click "connect"	oftphone"	3 Select "Launch Max"
6	You are now in the Max ager interface.	nt	
	MAX - Google Chrome – max.niceincontact.com UNAVAILABLE • 04:54 O UNAVAILABLE • 04:54 O AGENT LEG - INACTIVE Personal Queue Your queue is empty. Coming Up You have no scheduled events today. Call History	<b>gent State:</b> Where the agent an se <b>gent Leg:</b> Click connect to connect	t their state or log out of the system agent leg before initiating a call
	Ca	all History: Displays information o o make an outbound call:	n recent calls
	Agent Reports C = New Schedule Messages Launch More	2.A new dropdown menu will ap your client's phone.	side of the panel pear. Select "Outbound Skill" to dial



max.niceincontact.com

2-1-1 Outbound (64867)

Main

Skills

Agents

Language Line

NURSE LINE

Mute

+

Address Book

Q Enter number, email, or search term

Recent

rtî 1

Top Hits

Unknown

530) 329-5920

If needed, you can also mute

your phone so the client

cannot hear you speak

## PART 2: TRANSFERRING CALLS TO GENERAL INQUIRIES AND TO THE NURSE TRIAGE LINE

## **GENERAL INQUIRIES**

After placing the client on hold, click "Transfer/Conf"

(A) a new window panel with a search field will appear. Use the search field to locate "Transfer 211 Eng/Span" then select "Call"

02:42

Hold 0:17

0

>

>

>

>

My Team

0

**(B)** Once the Line or department is selected click the blue "Transfer" lcon

	04:58	L Unknown		3	06.06	
2-1-1 Outbound (64867)	Hold 02:33	(530) 329-5920 2-1-1 Outbound (64867)			Hold 03.41	
10 Hold Mute	(iii) Record	() 	€ Mate +	<u>ه</u>	ee Hecord	
Rensfer / Conf Commit Launch	Hang Up	III IVR:	Commit 2	Launch		
Transfer External	- T	4 ghi	abc 5 jtd	def 6 mno		
Transfer 211 English		7 pqrs *	8 tuv 0 *	9 wayz #		
Transfer 211 Spanish	Transfer Conference Conference Unknown 013 FEXAL Ford Research Evaluate (64570)					
Transfer from ACCESS		Hold	Leunch	Hang U	0	
Transfer from ACCESS						
Transfer from AIS Engli						

## NURSE TRIAGE LINE

(A) After placing the client on hold, select the "Nurse Line" icon listed in the main panel. A new window will appear for language, then select "Call".

(B) Once the Line or department is selected click the blue "Transfer" Icon



