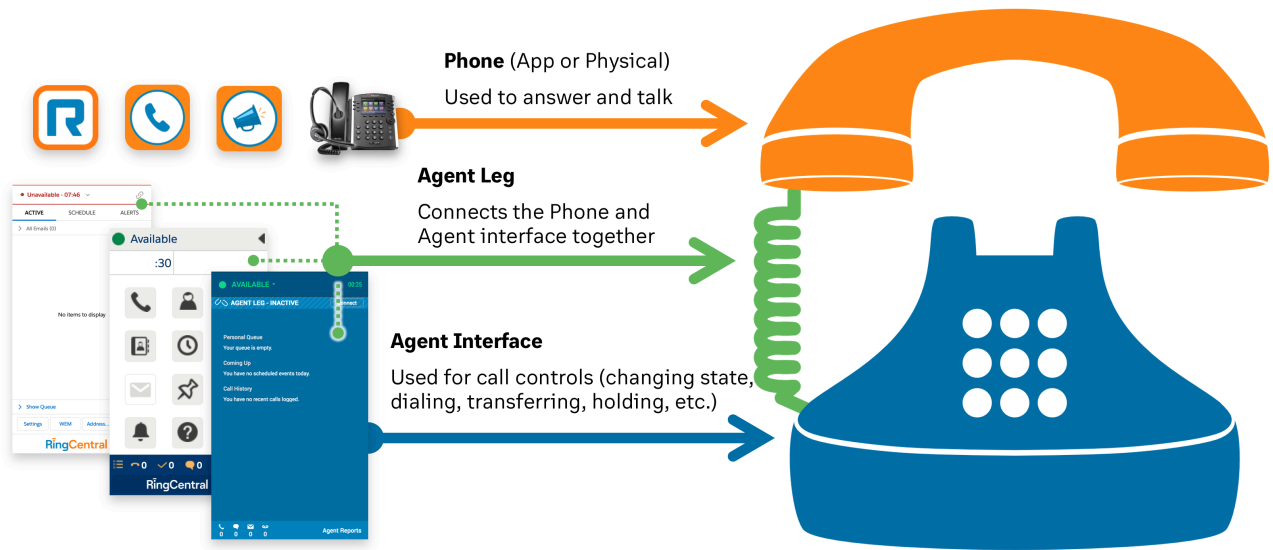


Connecting the Agent Leg | Contact Center MAX Agent

As an agent, you need to connect your agent leg upon logging in at the beginning of your shift. Depending on your local settings, you may need to connect it throughout the day as each call comes in.

What is the agent leg?

Our services are based in the cloud. Because of this, we need to know where to play the voice call. The agent leg connects the agent interface and the phone together, making sure that your calls are seamless between your controls and your audio. Please note that your phone station could be your desk phone or your phone app.



What is the experience?

Your experience as an agent varies slightly, depending on the connection status with the agent leg.

	When NOT connected to the agent leg	When connected to the agent leg
What does it look like?		

Do I have to connect the agent leg manually?

You need to make the connection by answering the incoming call on your phone or phone app. Otherwise, no further action is needed to be done in MAX Agent.

You are already connected. No further action is required. Address the call.

	When NOT connected to the agent leg	When connected to the agent leg
What happens on your phone or phone app?	When a new call is assigned to you, the desk phone and phone app ring.	When a new call is assigned to you, the desk phone and phone app do not ring.
What do you do?	<ol style="list-style-type: none">1. Answer the incoming call on the desk phone or phone app.2. Address the call through your headset.	Address the call through your headset.
What about other types of contacts?	This is the same for all voice contacts, including: <ul style="list-style-type: none">• Incoming queued calls• Outgoing or incoming calls made through the MAX Agent• Voicemail• Personal connection (dialer) queued outbound calls	
What if I'm not taking voice contacts?	<p>You do not need to connect your agent leg for email or chat contacts. However, you're still prompted to enter the station ID, phone number, or related option when logging in to the MAX Agent.</p> <p>If you're taking omni-channel contacts where you might call a customer back that sent an email or chat, you need to connect you agent leg.</p>	
Why can't I just transfer using my physical phone?	Use the MAX Agent to complete the transfer. This ensures that you remain connected with your agent leg. This also allows the system to detect that you are on a call and prevent routing additional contacts during the transfer.	
Why do I instantly go into the Refused state when a call comes in?	<p>In order to address the call, you need to answer your desk phone or phone app to connect the agent leg. Otherwise, the contact is refused. If you are using the call controls of your desk phone or phone app for calls, the system may not see you as unavailable and route contacts to you even though you are not available.</p> <p>Use the MAX Agent for those calls or set the appropriate unavailability state to prevent this from happening.</p>	
When should I just use my desk phone or phone app?	Only use your desk phone or phone app in the following situations: <ul style="list-style-type: none">• Answering calls to connect the agent leg• Making calls that are not associated with queued calls. Make sure that you set yourself to the appropriate unavailability state.	