

## Product Summary

- Allows Workgroup agents to easily login or logout of individual Workgroups.
- Supervisor mode allows supervisors to set the Workgroups for any agent.

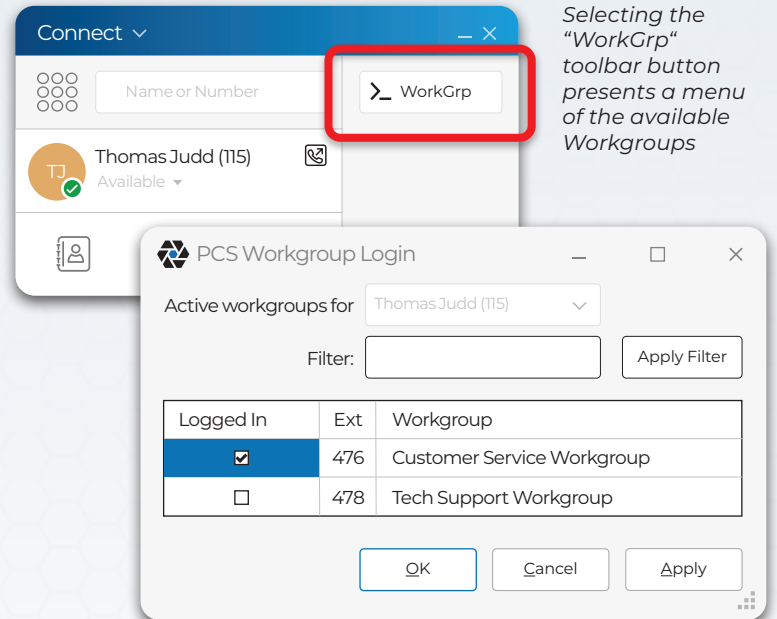
## Product Description

- Workgroup agent clicks the WorkGroup toolbar icon. A menu list will appear with available Workgroup options.
- The agent checks or unchecks each Workgroup to effectively login or out of the Workgroup.
- Workgroup calls then route to the appropriate agent.
- Supervisors are configured to see all agents.

## Product Requirements

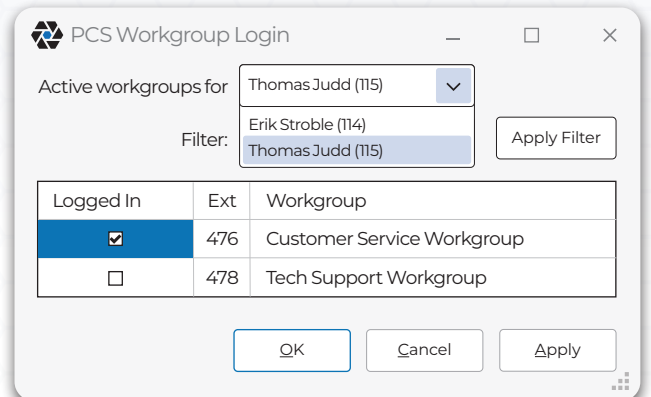
- Works with MiVoice Connect 14.2 and above.
- Contact Center not required.
- MiVoice Connect Client Toolbar app for Windows 10 or greater.

## Workgroup Login Example



Selecting the "WorkGrp" toolbar button presents a menu of the available Workgroups

"Agent Mode" shows the active Workgroups for the current agent.



Alternatively, "Supervisor Mode" shows the active Workgroups for all agents and allows the supervisor to choose the agent to display.

Revised: March 9, 2024