

PCS WorkGroup Login

Enabling Agent Selection of Workgroup Membership

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.

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Workgroup Login Example

Connect ~			_ ×		Selecting the "WorkGrp" toolbar button presents a menu of the available		
000 000 000 Name or Number			>_ WorkGrp				
Thon Availa	nas Judd (115) 🛛 🕅			Worl	kgroups		
PCS Workgrou			ogin	_		×	
	Active workgroup	sfor	Thomas Judd (115)	~			
	F	ilter:			Apply Fi	lter	
	Logged In	Ext	Workgroup				
		476	Customer Service Workgroup				
		478	Tech Support Workgroup				
			<u>ō</u> k	Cancel			





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

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Contact PCS today to begin building your solution 330.335.7271 or sales@palittoconsulting.com