Contact center features may vary. Should you have any questions about additional features, please contact Telesystem.

*Before you get started, you <u>must</u> know your company's **account ID** and your own **username** and **password**. <u>Optionally</u>, companies that choose to call in to record prompts instead of sending .wav files will also need to know the recording passcode and IVR file number.*

If you do not know this information, contact your system administrator or Telesystem for details.

> **My Account Information:**
>   **Account ID** _____
>   **Admin Login Name** _____
>   **Admin Password** _____
>   *Recording Passcode* _____
>   *IVR file number* _____
>   *Recording Studio # 844-825-6275*

Administrator and Supervisor Access

The administrator portal may be accessed to manage the call center agents, reports, greetings, and more. This portal may be accessed by all agents, supervisors, managers, and administrators, however the individual user's role will determine which features they have access to upon logging into this portal.

To log into the administrator portal:

- Point your browser to:
  https://**<accountid>**.mycontactcenter.net/portal/ClientSignin.aspx
- Input the *username* and *password*
- Click *Sign In*

Please note that <u>your **account ID** and credentials referenced above will be unique to you and your company</u>. For example, if your account ID is "widgetco" then the URL you access would be https://**widgetco**.mycontactcenter.net/portal/ClientSignin.aspx

Please enter your TELESYSTEMDEMO credentials
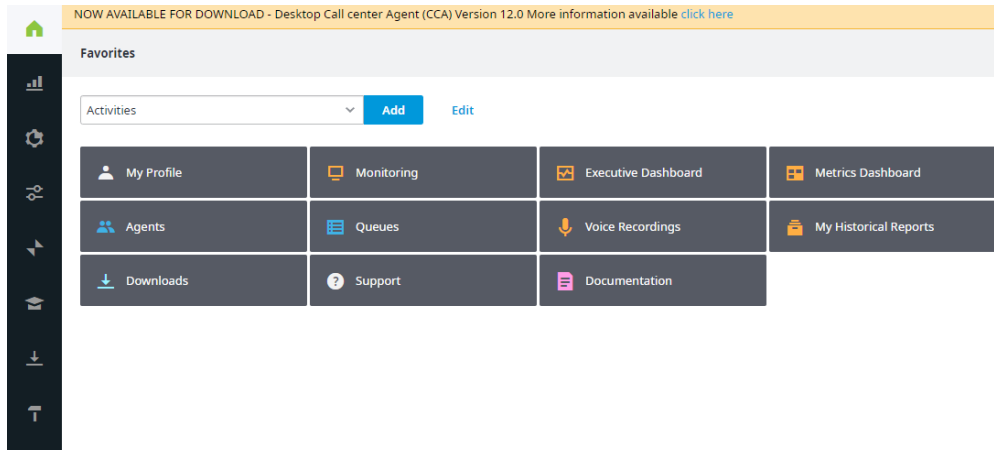
Username: jsmith

Password: ●●●●●●●●●●●●

Forgot your password?

Sign In   English ▼

Commonly Used Administrator Features

Use the navigation bar on the left to go to different sections. The Favorites section will be selected by default when logging in.

- *Monitoring* shows caller metrics for the day and see what is currently happening with each of your queues and agents.
- *Metric Dashboard* displays numeric metrics and alerts to allow you to see the health of your voice contact center at a glance.
- *Executive Dashboard* monitors call center performance with a more graphical view. Includes popular metrics like service level, call volume, average handling time, and more.
- *Agents* section to add, remove, and manage agents including their passwords and login info.
- *Voice Recordings* accesses system recordings. Recordings are saved within the system for 30 days.
- *Reports* allows administrators to run reports immediately or schedule them for the future.
- *Downloads* section shows the most recent agent software available for download.
- *Documentation* accesses an searchable knowledgebase for all possible features.