

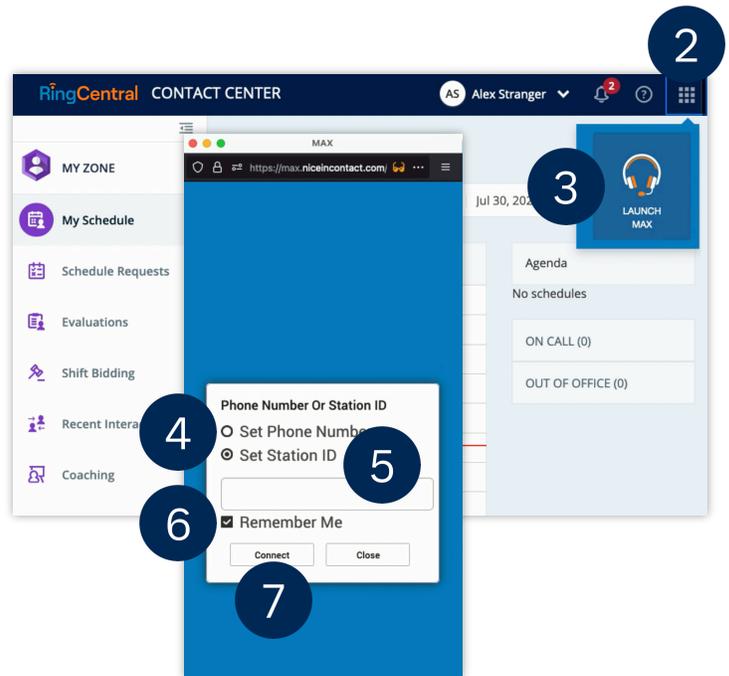
Logging In and Setting Up the MAX Agent

MAX Agent is a web application that enables you to interact with contacts such as phone calls, voicemail, email, chat, and work items. It is accessed from the cloud which means you can log in from any station within your contact center using a browser. This can be any modern browser, but we'd recommend Google Chrome.

Logging in to the MAX Agent

You may be using a physical phone or a phone app. We highly recommend starting out by launching your phone before launching the MAX Agent. If you're using a phone app, open that up and log in. If you're using a physical phone on your desk, make sure that it's plugged in, turned on, and online by making sure you hear dial tone when you lift the receiver up. After making sure that your phone is working, launch the MAX Agent.

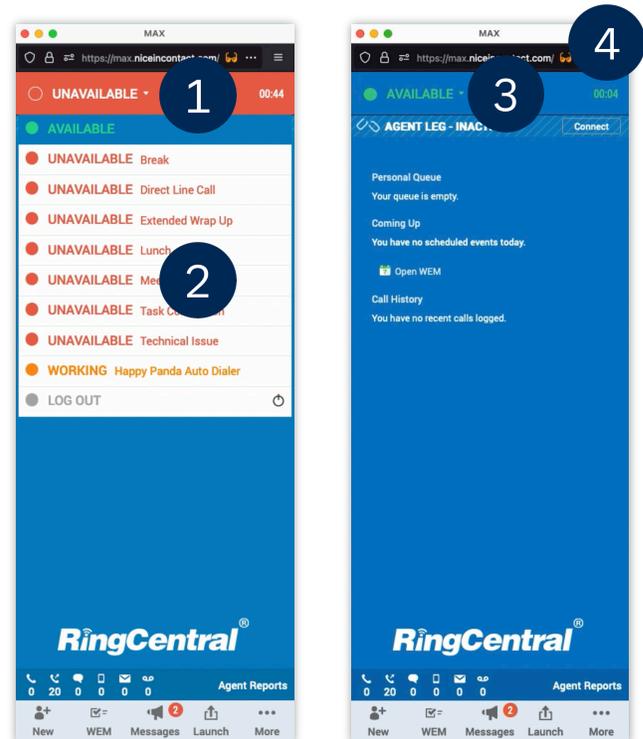
1. Log in to the Contact Center site.
2. Click the **Menu**.
3. Click **LAUNCH MAX**.
4. Select the appropriate launch option.
5. Type the required information based on the launch option selected.
6. Check the **Remember Me** checkbox.
7. Click **Connect**.



Changing your agent state

Throughout the day, we're going to be expected to change our state. It can either be to tell the system that you're available to handle contacts or remove yourself from answering inbound contacts.

1. Click the **Agent State** dropdown menu.
2. Select the appropriate agent state.
3. The agent status changes.
4. The time resets, showing how long you've been in the current state.



If your administrator changes the agent states, you must log out and log back into the MAX Agent to refresh your session and see the changes.