

Adding an agent or a supervisor

You can use the table “Call Center agents” on page 256 to record the agents you add.

To add an agent

- 1 Start CallPilot Manager.
- 2 Click the **Call Center** heading.
- 3 Click the **Agent List** link.
The Call Center Agent List appears.

Agent List							
ID	Name	Super.	AutoAns.	Commands			
1	Agent1	No	Yes	Logged Off	Change	Reset Password	Delete
2	Agent2	No	No	Logged Off	Change	Reset Password	Delete
3	Agent3	No	No	Logged Off	Change	Reset Password	Delete
4	Agent4	No	No	Logged Off	Change	Reset Password	Delete
5	Agent5	No	No	Logged Off	Change	Reset Password	Delete
<input type="button" value="Add"/>							

- 4 Click the **Add** button.
The Add Agent page appears.

- 5 If you want to change the Agent ID number, in the **Agent ID** box type the new Agent ID.
- 6 In the **Name** box type the name of the agent.
Do not use the same first seven characters for an agent name. For more information about agent names refer to “Name” on page 33.
- 7 Select the **Supervisor** check box if you want to give the agent supervisor functionality.
The default is not selected.
- 8 Select the **Automatic Answer** check box if you want calls to be force-delivered to the agent.
The default is not selected.

- 9 From the **Missed Call Option** list box select Make Not Ready (Return to Skillset) or Automatic Logout.
- 10 From the **Accepted Call Types** list box select Voice, Multimedia or Both.
If you do not have Multimedia Call Center enabled, Accepted Call Types does not appear.
- 11 If you use Basic Call Center, from the **Priority** list box select a priority for the agent.
- 12 If you use Activity Codes, from the Activity Code Entry Type list box select Optional or Prompted. The default is Optional.
- 13 Click the **Submit** button.