Contact Center Anywhere

Quick Reference Guide
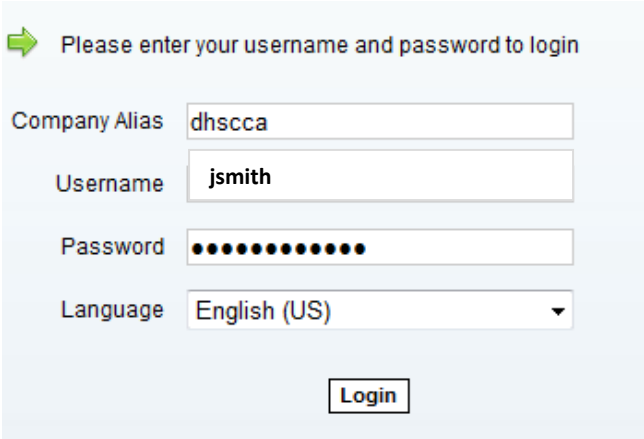
Last Updated: 12/22/2011

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How to sign in:

Go to: **https://cca.wi.gov/cca/**

Company Alias- dhscca (all lower case)

User-Your WAMS ID (all lower case)

Password – WAMS password (as you enter it for CARES)

Icons while on a call:

⏳ Select to put caller on hold

✔ Select to place caller off hold and make it an active call

❌ Select to disconnect the call

👥 Select to transfer the call to a workgroup or another agent

👥 Select to conference another caller (i.e.: Translation line)

▭ Select to start recording. Select the same icon to stop recording

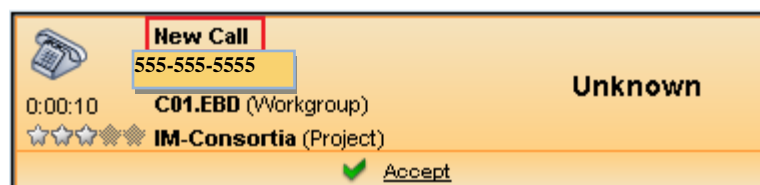🔇 Select to mute the call. Select same icon to unmute the call.

Where to locate the interaction ID:

Take a call:

1. Call is presented in CCA

2. Your desk phone will ring, pick up your desk phone and give your greeting. You now are on an active call through CCA.
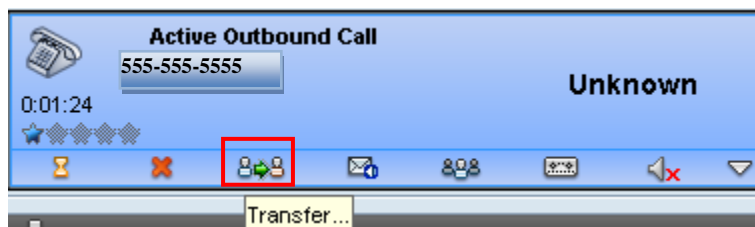
Disconnect the call:

1. You can hang up your desk phone

    OR

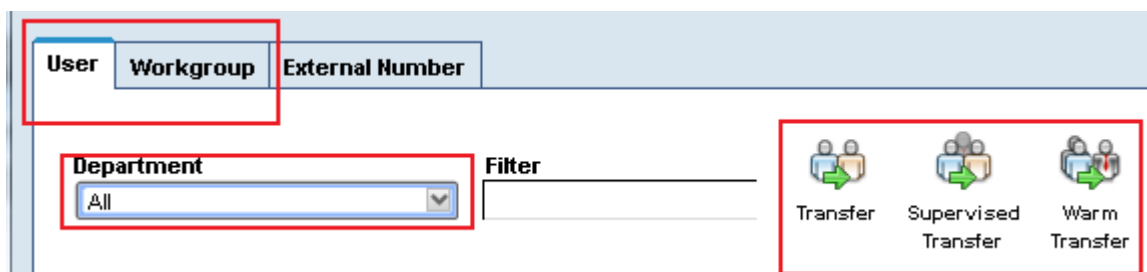2. Select the red **X** on the task bar located in the interaction box

3. You then will be prompted to select and outcome after every interaction followed by wrap up time.

Transfer a call:
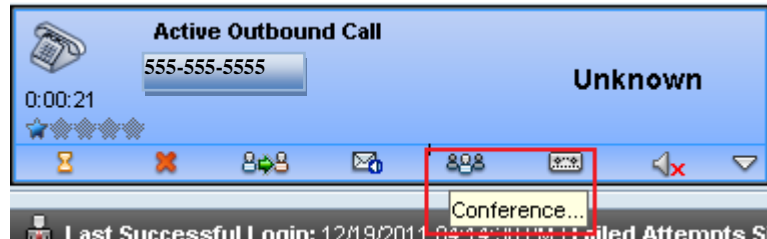
1. Select the transfer icon on the taskbar

2. Another window will appear in CCA. From here, select from the User or Workgroups tab
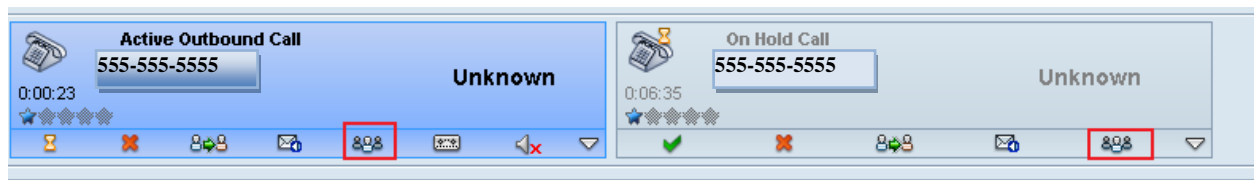   Be sure to sort by your department (consortium name) and then the user name or workgroup.

3. Then select the type of transfer you want to do(Transfer, Supervised or Warm Transfer)
4. The call has now been transferred to that workgroup or user. You interaction within CCA has been disconnected.
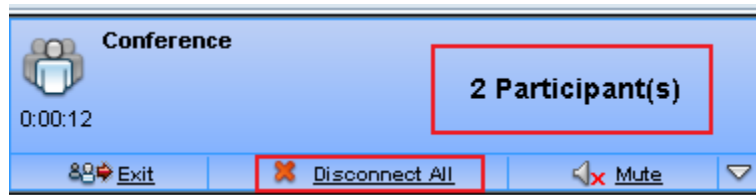
Conference a call:

1. Place your caller on hold.

2. Select Dialer- type in the number you want to call of the 3rd party that you would like to call
3. Get connected to the 3rd party and select the conference icon again on the active call

4. Then select the conference icon on the other interaction that was placed on hold. All 3 parties are now connected into the same conversation.

5. You can chose to disconnect all or if you need to end the 3rd party from the conversation, select to disconnect that number, and then select the Pull Out option to remain in the call with the original caller if that is what the situation requires versus disconnecting all parties.

Name ▲	Phone
Unknown	
	555-5555
Unknown	
	555-5555