

# Contact Center Anywhere

## Quick Reference Guide

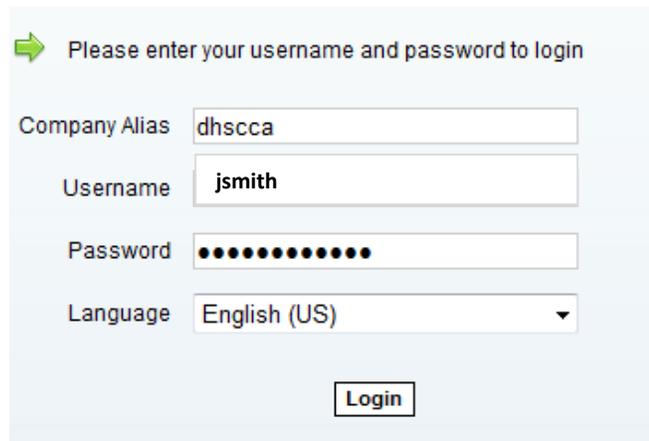
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### How to sign in:

Go to: <https://cca.wi.gov/cca/>



➡ Please enter your username and password to login

Company Alias

Username

Password

Language

**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:

**ORACLE** Contact Center Anywhere

Variables Available for Interaction ID **336043848210373**

## Take a call:

1. Call is presented in CCA

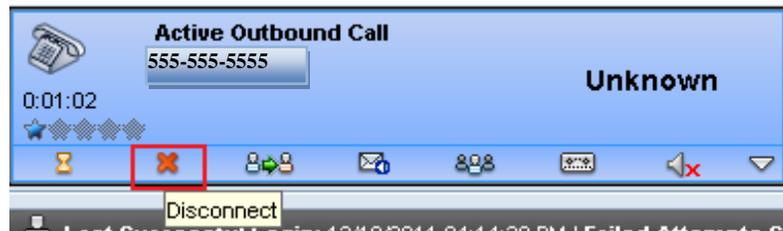


2. Your desk phone will ring, pick up your desk phone and give your greeting. You now are on an active call through CCA.



## Disconnect the call:

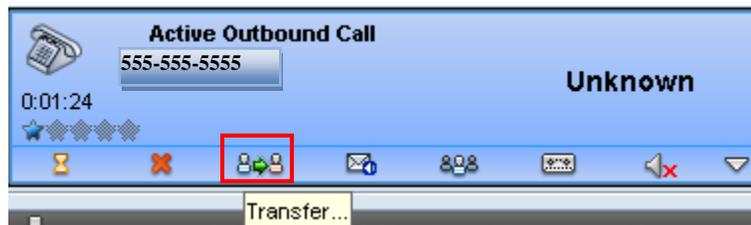
1. You can hang up your desk phone  
OR
2. Select the red **X** on the task bar located in the interaction box



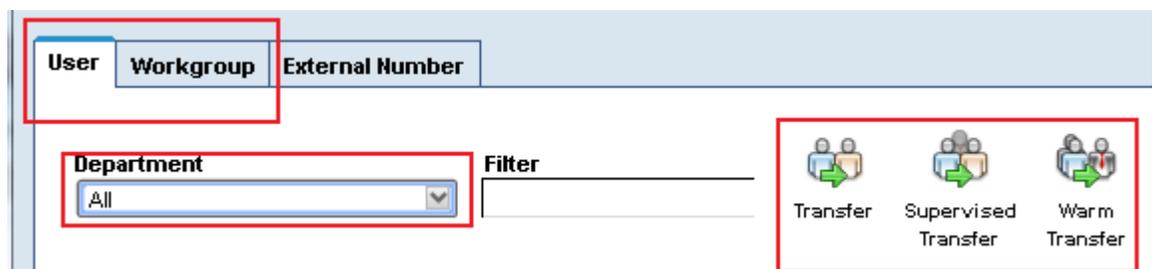
3. You then will be prompted to select an outcome after every interaction followed by wrap up time.

## 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.



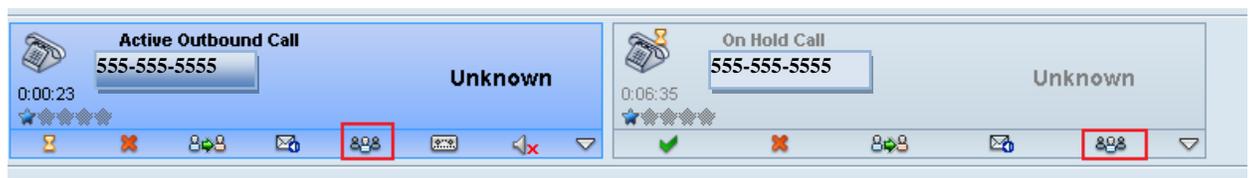
3. Then select the type of transfer you want to do (Transfer, Supervised or Warm Transfer)
4. The call has now been transferred to that workgroup or user. Your interaction within CCA has been disconnected.

## Conference a call:

1. Place your caller on hold.



2. Select Dialer- type in the number you want to call of the 3<sup>rd</sup> party that you would like to call
3. Get connected to the 3<sup>rd</sup> 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 3<sup>rd</sup> 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