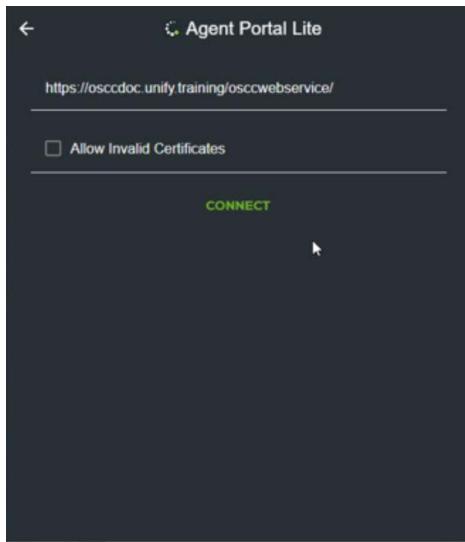


What is Agent Portal Lite

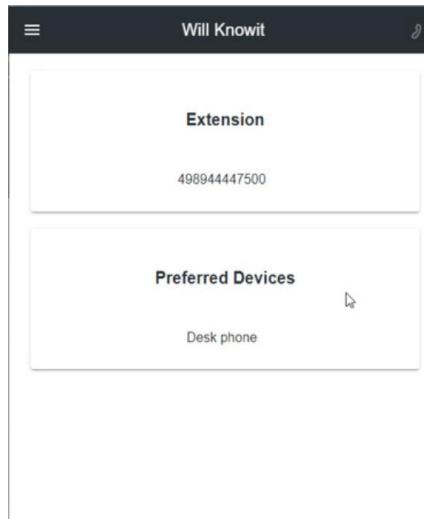
- Agent Portal Lite gives you the opportunity to:
 - Log in to OpenScape Contact Center
 - Configure your preferred device, for example your mobile phone or your home phone.
 - Set your Routing State.
- You can then answer the contact center calls on this telephone, for example during night or weekend services.

First Steps

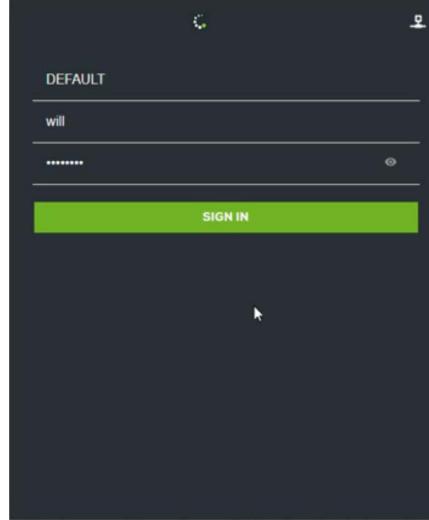
- Launch the Agent Portal Lite application by opening the URL
 - https://application_server/agentportallite
- In the first mask you must specify the connection to your OSCC web service
 - https://application_server/osccwebservice
- If your server does not have a trusted certificate, then you must select the option
 - Allow invalid certificate
- Click CONNECT.



- The following information is displayed on the start screen:
 - Extension
your login extension
Click on it, if you want to change it.
 - Preferred Devices
Your current preferred device
Click on it if you want to change it.
- The header also contains the buttons for logging in for telephony (you are logged out by default) and for the dashboard.



- To log in to Agent Portal Lite, enter your contact center agent credentials:
 - Tenant
 - User name
 - Password
- Then click SIGN IN.



Unify OpenScape Contact Center

Agent Portal Lite

Quick Reference Card

A31003-S22B0-U106-01-7619

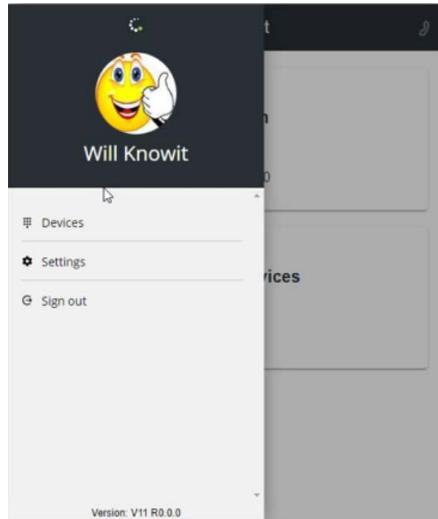
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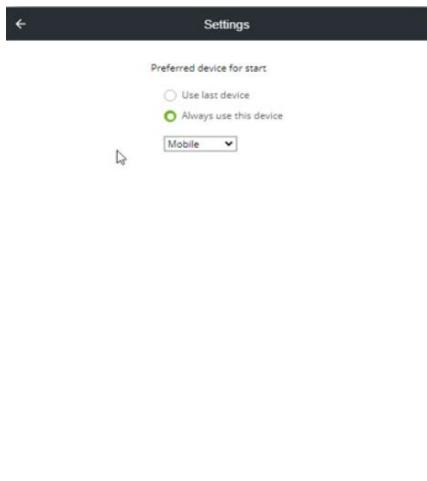


Working with Agent Portal Lite

- Dashboard
- The dashboard gives you three options:
 - Devices
Here you can edit the list of your devices and add or delete devices.
 - Settings
Here you can specify your preferred device for starting the application.
 - Sign out
Here you can log out of Agent Portal Lite.



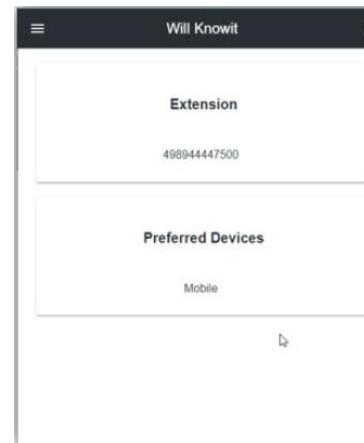
- Settings
- Here you can specify the preferred device that is used when starting the Agent Portal Lite application.



- Devices
 - The list of your devices is displayed here
You can use the + button to add more devices.



- Setting Your Preferred Device
 - The selection of the preferred device is adapted to the device used.



- Logging on for Telephony
 - By tapping on the telephony icon, you are logged on for the telephony media type.



- Switching to Available
By switching your Routing State to Available, you are now ready to receive contact center calls on your preferred device.

