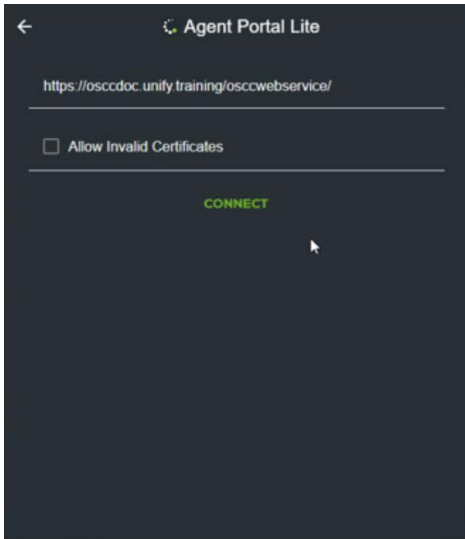


What is Agent Portal Lite

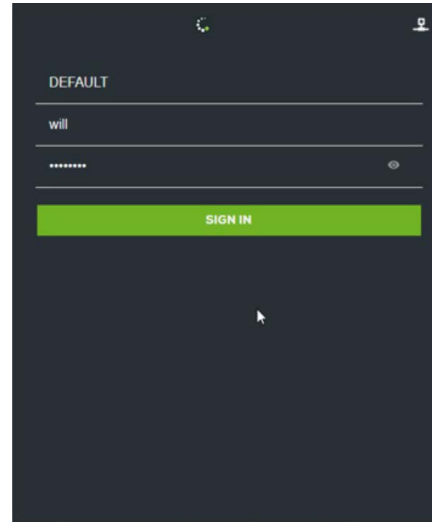
- Agent Portal Lite gives you the opportunity to:
 - Log in to OpenScape Contact Center
 - Configure your preferred device, for example your mobile phone or your home phone.
 - Set your Routing State.
- You can then answer the contact center calls on this telephone, for example during night or weekend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

First Steps

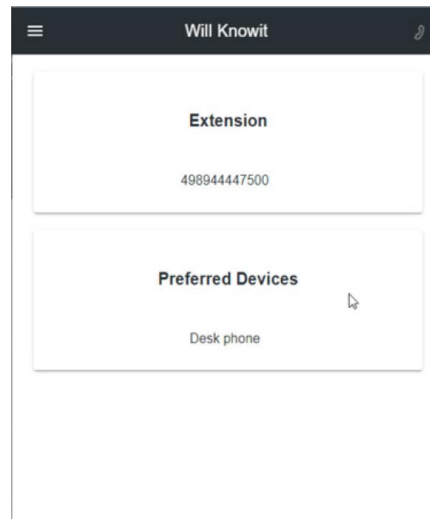
- Launch the Agent Portal Lite application by opening the URL
 - https://application_server/agentportallite
- In the first mask you must specify the connection to your OSCC web service
 - https://application_server/osccwebservice
- If your server does not have a trusted certificate, then you must select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



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



- 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.



Unify OpenScape Contact Center

Agent Portal Lite

Quick Reference Card

A31003-S22B0-U106-01-7619

03/2023

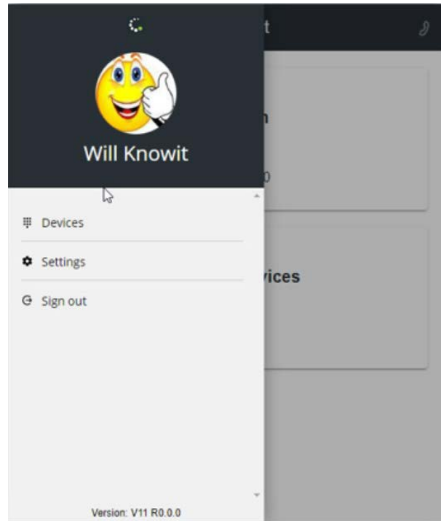
mitel.com



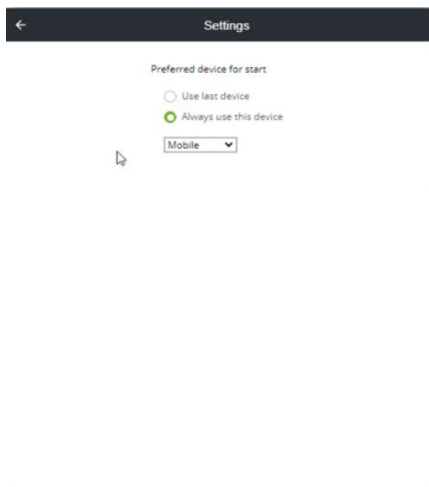
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Working with Agent Portal Lite

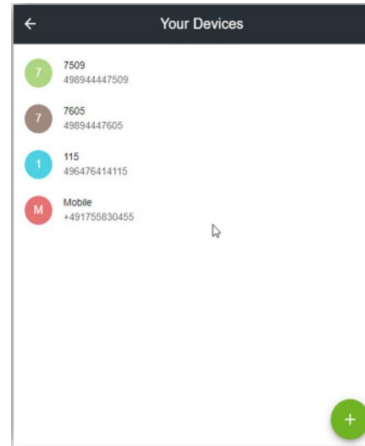
- Dashboard
- The dashboard gives you three options:
 - Devices
Here you can edit the list of your devices and add or delete devices.
 - Settings
Here you can specify your preferred device for starting the application.
 - Sign out
Here you can log out of Agent Portal Lite.



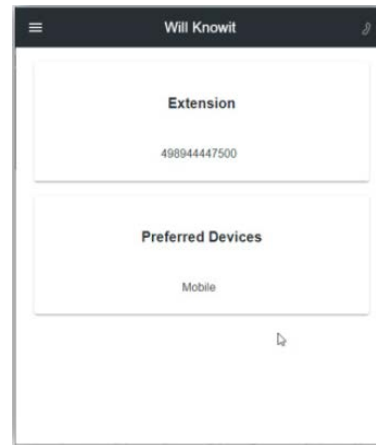
- Settings
- Here you can specify the preferred device that is used when starting the Agent Portal Lite application.



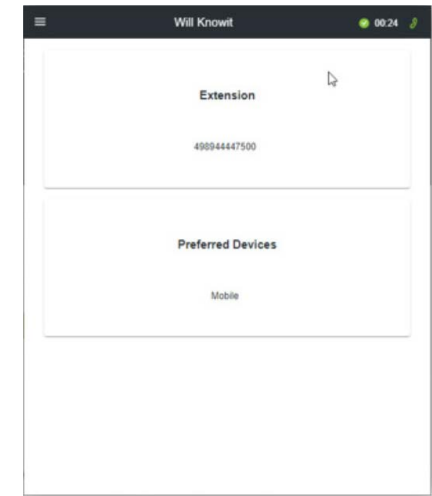
- Devices
 - The list of your devices is displayed here
You can use the + button to add more devices.



- 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.

