

## PBX Guide

### Call Center

#### Create Agent

Create user and assign the user to the agent group

##### User

BACK

To add a user, please fill out this form completely. All fields are required.

Username	<input type="text" value="Agent1"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>
Email	<input type="text" value="agent1@yourcompanyemail.com"/>
Group	<input type="text" value="agent"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Company Name	<input type="text"/>

CREATE ACCOUNT

Click **CREATE ACCOUNT** to save

Click **Apps** then click **Call Center**

##### Call Center Queues

List of queues for the call center.

AGENTS

Queue Name	Extension	Strategy	Tier Rules Apply	Description
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Click **AGENTS** to add call center agents

Click **+** to add **Call Center Agents**

Agent Name	<input type="text" value="Agent1"/>	Set Agent name
Type	<input type="text" value="callback"/>	Enter the agent type.
Call Timeout	<input type="text" value="15"/>	Enter the call timeout.
Agent ID	<input type="text"/>	Enter the agent ID.
Agent Password	<input type="password"/>	Enter the agent password.
Contact	<input type="text" value="101"/>	Set Agent extension number
Status	<input type="text" value="Available"/>	Set to available
No Answer Delay Time	<input type="text" value="30"/>	Enter the agent no answer delay time in seconds.
Max No Answer	<input type="text" value="0"/>	Enter max no answer.
Wrap Up Time	<input type="text" value="10"/>	Configure other fields as needed
Reject Delay Time	<input type="text" value="90"/>	Enter the reject delay time.
Busy Delay Time	<input type="text" value="90"/>	Enter the agent busy delay time.

Click **SAVE** to save changes

##### Call Center Agents

List of call center agents.

BACK STATUS

Agent Name	Agent ID	Type	Call Timeout	Contact	Max No Answer	Default Status
Agent1		callback	15	user/100@pbxguide.velantro.net	0	Logged Out