

LOG INTO MAX

The CXone application selector is available by clicking on this icon. Choose MAX.

Applications Application selector

GENERAL

Admin

OMNICHANNEL ROUTING

ACD

MAX

Supervisor

Studio Authentication

WORKFORCE ENGAGEMENT

WFM

Quality Management

Coaching

Interactions

My Zone

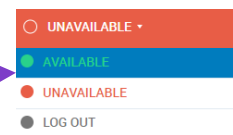
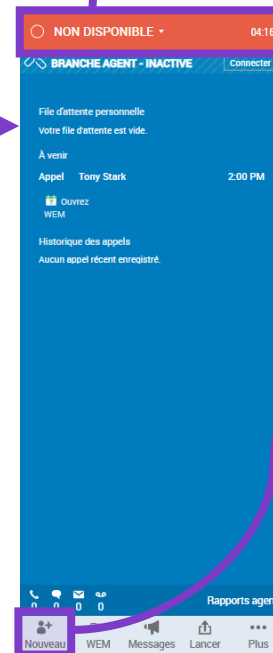
DATA & ANALYTICS

Dashboard

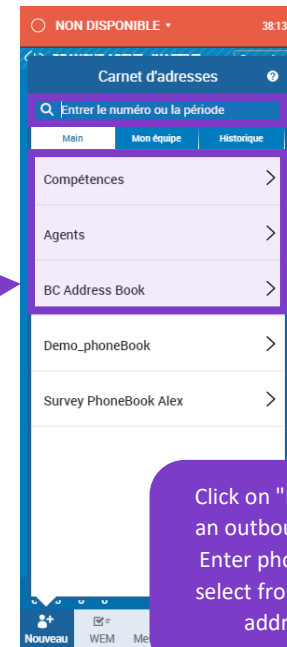
Analytics

Reporting

MAX opens in a new window. At launch, enter your phone number, station or softphone.



Use the dropdown menu to change your status or log out of MAX. You must be available to receive new interactions.



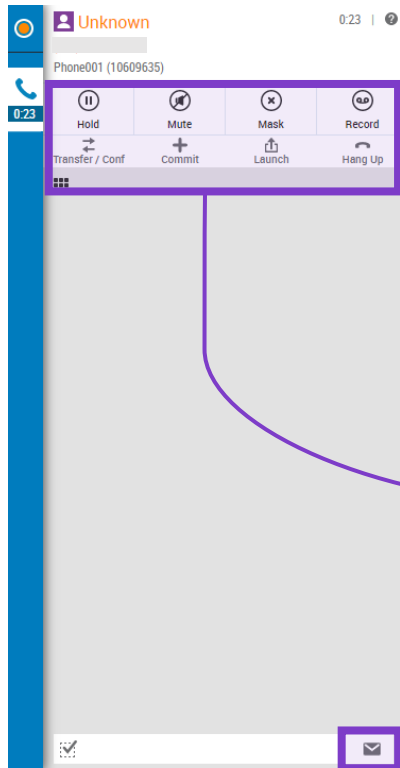
Click on "New" to initiate an outbound interaction. Enter phone number, or select from agents, skills, address books.



INBOUND CALLS

When you receive an incoming call, your agent "branch" will try to connect if it has not already done so. Answer the call on your device.

The MAX window will also change to give you access to new options for handling your call.

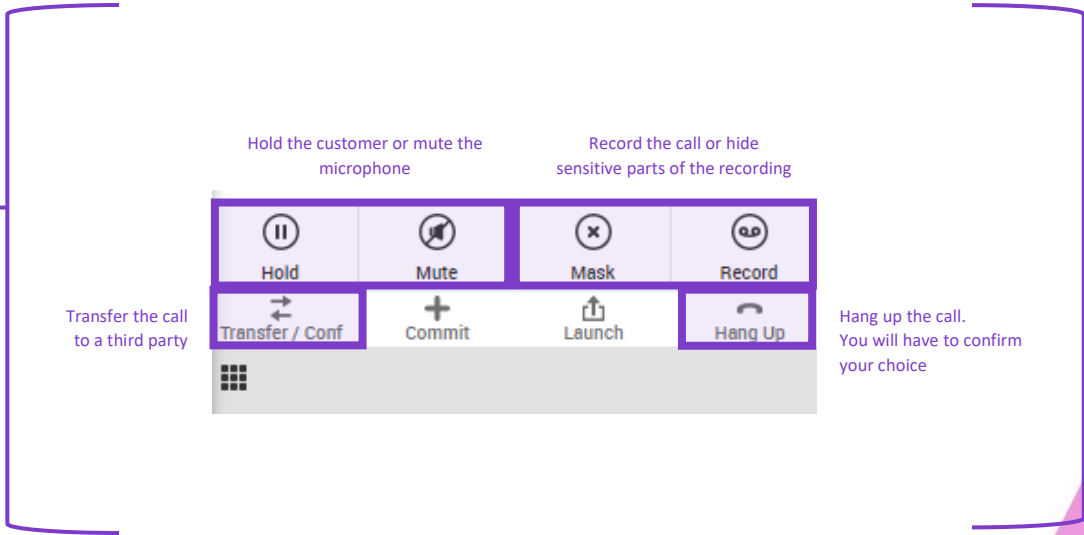
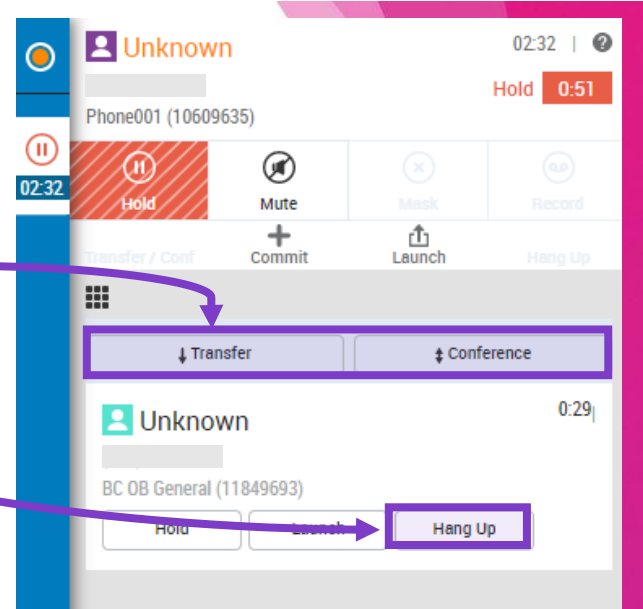


If activated by your Administrator, you can click the phone icon to "elevate" the phone call to an email.

A drop-down field lets you choose the email skill you want to use, standard email fields let you supply an email address, subject, and body.

When transferring a call, MAX gives you access to additional options.

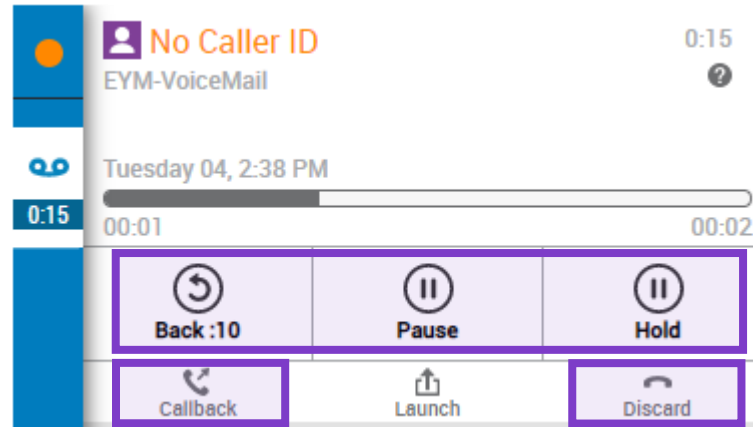
When the third party answers, click on "Transfer", "Conference" or "Hang Up" as required.



VOICEMAIL & DASHBOARDS



Use the voicemail channel in MAX to receive inbound voicemails. The voicemail workspace lets you perform all usual call functions on an active voicemail.



Call back the customer

Delete the voicemail

Applications

GENERAL

Admin

OMNICHANNEL ROUTING

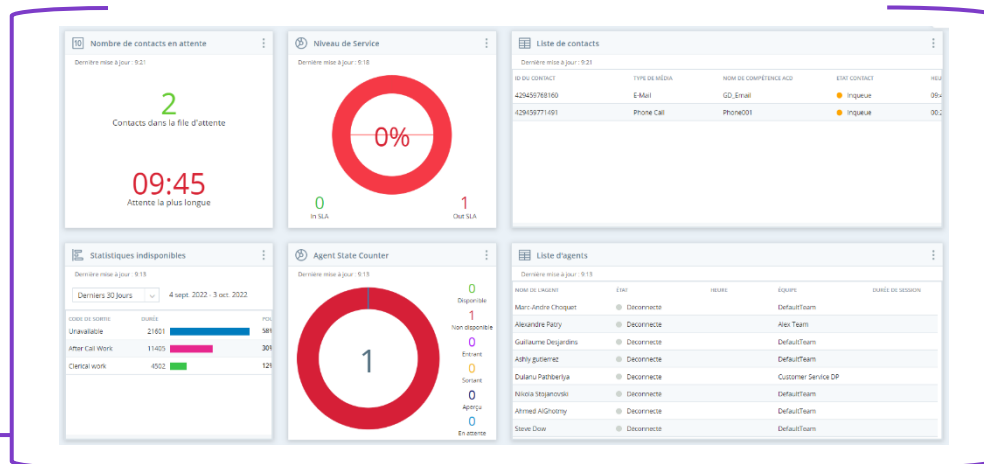
- ACD
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- Dashboard
- Analytics
- Reporting

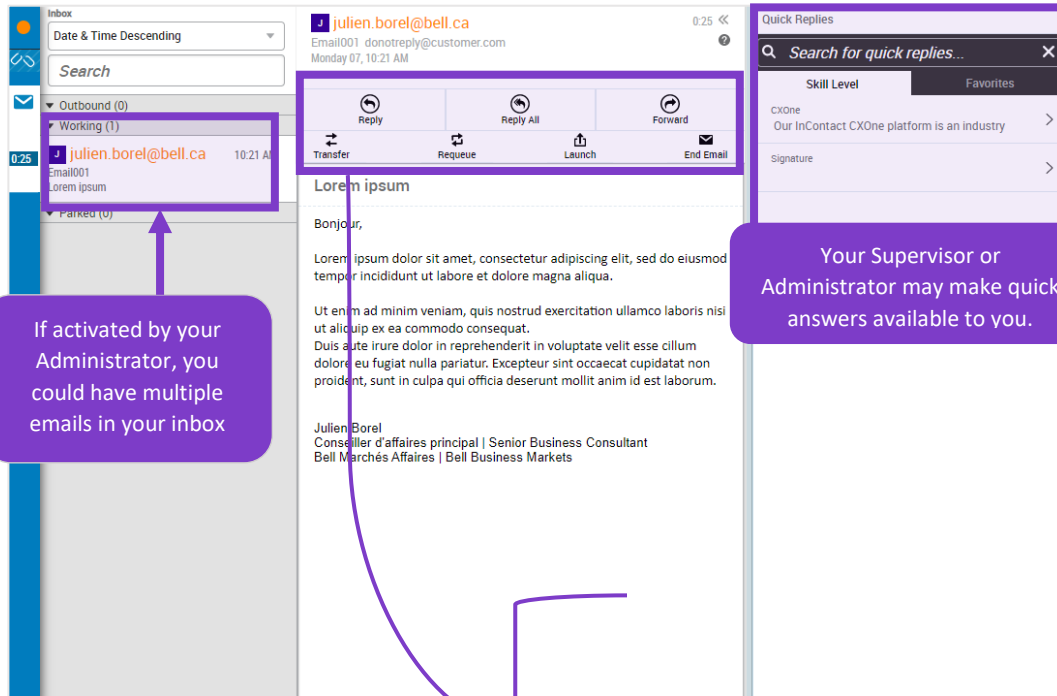


Your Supervisor or Administrator may make dashboards available to you.

INBOUND EMAIL

When you receive an incoming email, your MAX window will change to give you access to new options.

The incoming email and any attachments is accessible directly in MAX.



If activated by your Administrator, you could have multiple emails in your inbox

Your Supervisor or Administrator may make quick answers available to you.

If activated by your Administrator, you can click the phone icon to "elevate" the email to a phone call

A text box lets you type the phone number to call. A drop-down field lets you choose the phone skill you want to use to place the call. Click Call to complete the elevation.

