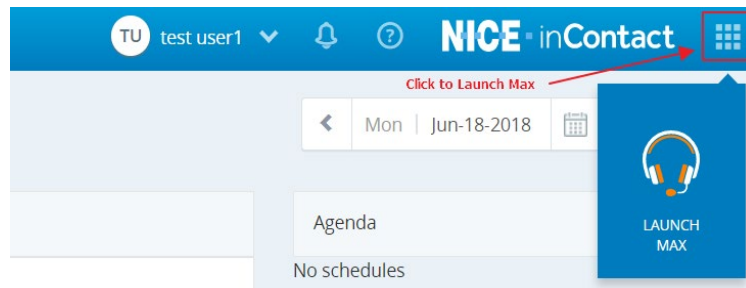


## 211 Disaster Training Supplemental Guide

- **InContact**

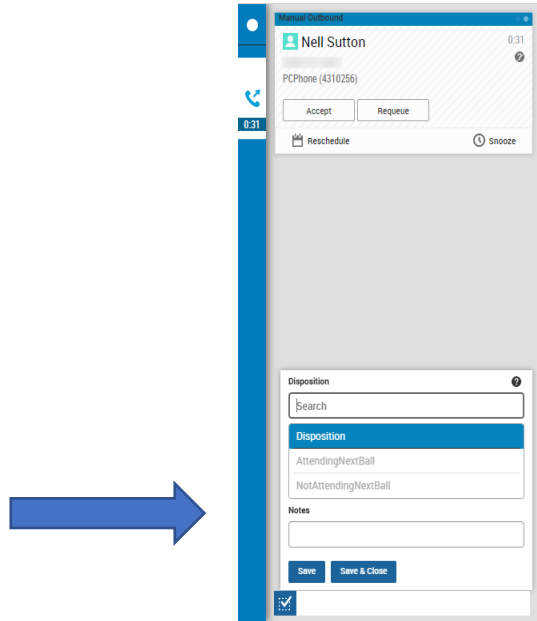
- Log in with username & temporary password you received prior to your first shift. You will be prompted to select your own unique password to ensure your username can only be accessed by you while you're working with us.
- Click on the following logo to launch MAX (you integrated phone):



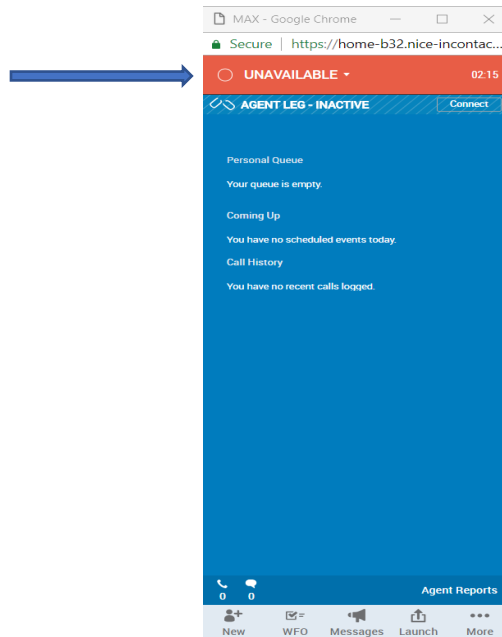
- Click on the headset icon that reads "Launch MAX"
- When the MAX window opens, select the option for "Integrated Softphone"
- When you are ready to begin taking calls, use the drop down at the top of the MAX window to set yourself to AVAILABLE, per below:



- Once AVAILABLE, any incoming calls will be routed to you. You will hear an audible chime & a pop up window will display. You will click “accept” and greet your caller with “Thank you for calling 211. This is \_\_\_\_\_ . How may I assist you?”
- Once you have handled your caller’s inquiry, please allow them to hang up first. Close the call by asking “Is there anything else I can assist you with today? Thank you for calling 211, and please feel free to call back if you need additional assistance.”
- Once your caller hangs up, you will get a pop-up drop-down menu to disposition (select the outcome of) the call. It looks like this:



- Select the most appropriate option (i.e., Information or Referral Made, Call Dropped, etc.)
- Once you disposition the call, you will become AVAILABLE again, and calls will begin routing to you again. When you need to take a break, use the drop down at the top of the MAX window to set yourself to UNAVAILABLE:



- At the end of your shift, use the drop down at the top of the max window to select LOG OUT. Then, on the InContact webpage, use the drop down up top next to your username to select LOG OUT:

