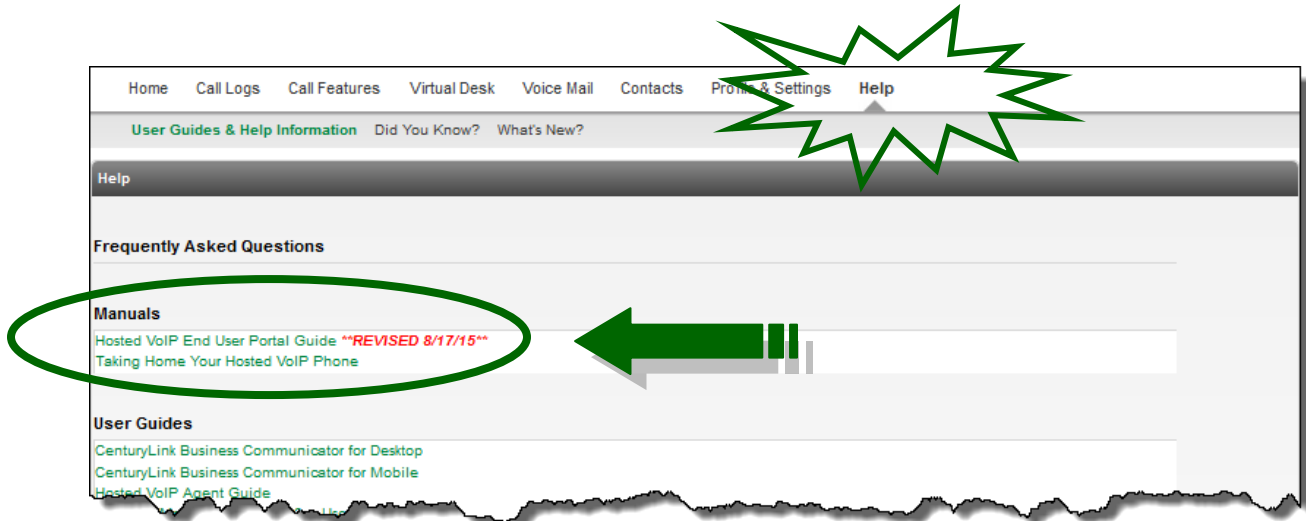


CenturyLink Hosted VoIP End User Portal



The following enhancements have been made available to you effective, August 12, 2016.

- For full details on how to access and utilize these enhancements, click **Help** on the main menu of your End User Portal toolbar
- Click on the **Hosted VoIP End User Portal Guide** link to download an updated document



Your feedback regarding this content is invaluable to us. After reviewing this document, please take a few minutes to complete our short survey by clicking [HERE](#).

Contact Center Standard Agent Functionality

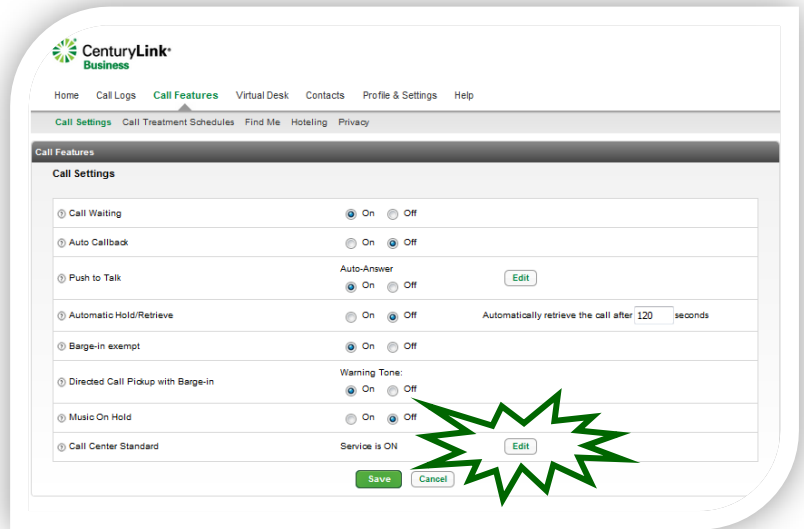
If you have a Contact Center Standard Seat and belong to a Call Center (also known as a call queue), you will now have the ability to do the following from your End User Portal:

- Join/Unjoin call centers
- Sign-In/Sign-Out
- Change status - Available/Unavailable/Wrap-up

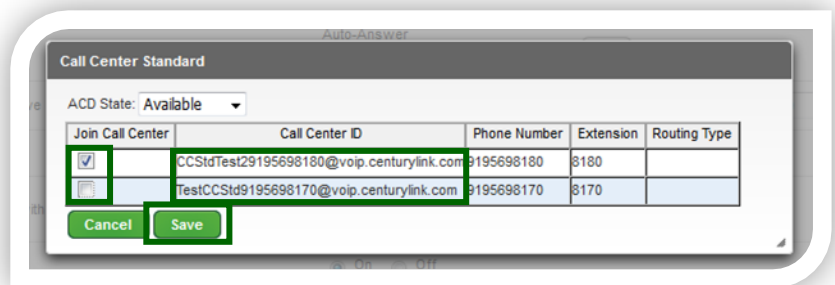
Reminder: You can also perform these functions from your Contact Center Supervisor or Agent Client. Refer to our [Supervisor/Agent User Guide](#) for further information.

- Click on **Call Features** from the main menu, and **Call Settings** from the sub menu
- Click the **Call Center Standard Edit** button

Note: If you do not see a **Call Center Standard** option in your portal, that is your indication that you do not have a **Contact Center Standard** or **Supervisor** seat.



- Call Centers you are a member of will be listed in the **Call Center ID** column
- A in the **Join Call Center** column indicates that you are **Joined** into that call center
- To **Unjoin**, uncheck the box and check the box when you need to **Join** again
- Be sure to click the **Save** button when **Joining** and **Unjoining** Call Centers



Note: If you are not joined into a Call Center, you will not receive calls from that queue, even if you are Signed-In and your agent status is to Available.

- From the **ACD State** drop down box, select from the following agent status options:
 - Sign-In
 - Sign-Out
 - Available
 - Unavailable
 - Wrap-Up
- Click the **Save** button when all settings are made

