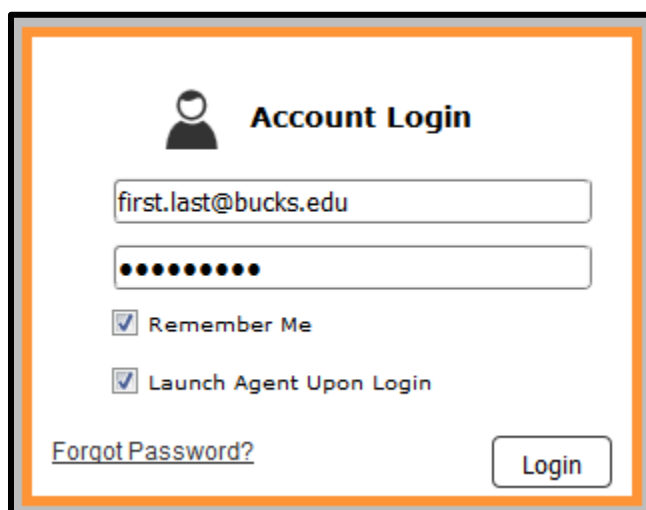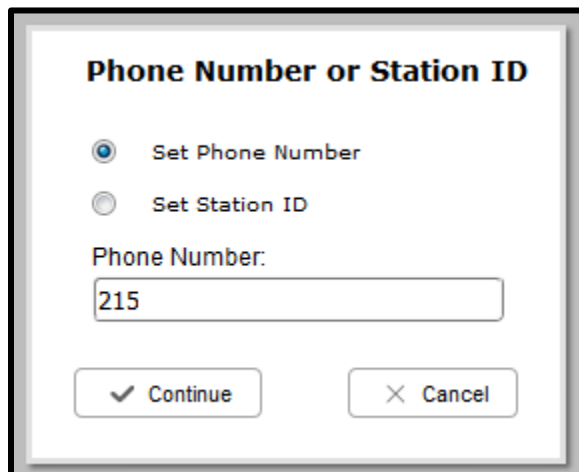**Using the MAX phone agent with InContact**

If you are part of a call queue at Bucks (ITS, Con Ed, Financial Aid, BIR, etc.), MAX agent is the primary tool you will use to interact with incoming phone calls.

1. To launch the MAX agent, open your web browser (Firefox, Chrome, Internet Explorer, or Edge) and type the following address: https://verizon.incontact.com. Popup windows will need to be enabled for this site.

    - **Username** is your Bucks email address in the format: firstname.lastname@bucks.edu
    - **Password** was initially sent to your Bucks email address. You will have changed the password after logging in the first time.
    - ☑ **Remember Me** will save your email address (not password) for future logins.
    - ☑ **Launch Agent Upon Login** will automatically give you the dialogue window for opening the MAX agent.
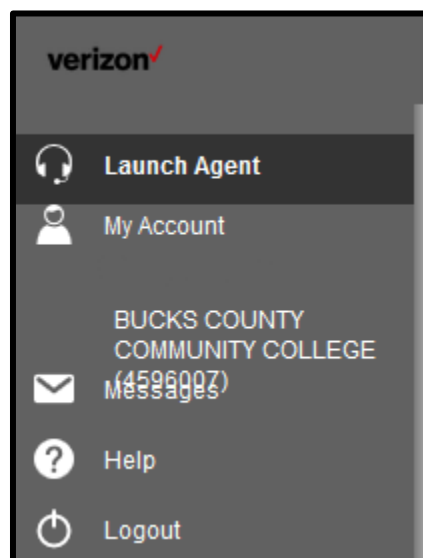

2. If you have enabled Launch Agent Upon Login, you can confirm your phone number and click **Continue**. Otherwise, hover your mouse cursor over the headset icon 🎧 then click **Launch Agent**, enter your Phone Number and click Continue.

- **Status** is set as **Unavailable** by default. A timer will display to the right indicating the amount of time you have been in the current status.

- **Agent Leg** will display your current connection status. When you are taking a phone call, the Agent Leg will disappear.

- **Personal Queue** are phone calls that were specifically sent to your number.

- **Coming Up** will show any scheduled commitments and events for the day.

- **Call History** lists any recent phone calls for your reference.

- **Active Queues** shows the queues that you belong to and how many calls, chats, or voicemails are waiting.

- **Agent Reports** give an indication of your call performance (how many calls you've received and answered) and any assigned skills that you may have.

- **Glance Toolbar** lists additional functions for the MAX agent.
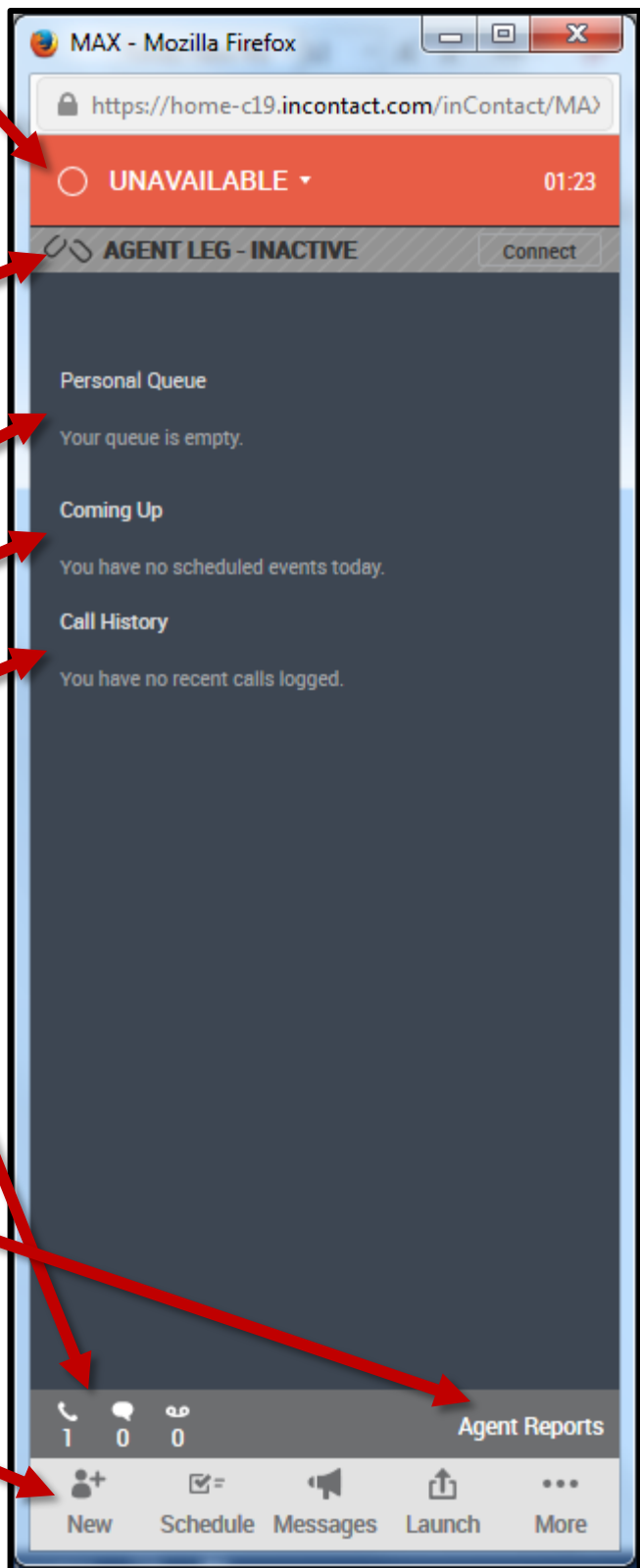
3. Clicking on the **Unavailable** status will reveal other statuses that you can set for yourself. These statuses act the same way as our current desk phones when taking phone calls. Switch to **Available** when you are ready to receive calls.
    - It is **important** that you click Log Out at the end of the day instead of closing the MAX window. Confirm by clicking **Log out**, then click Logout in the InContact window.
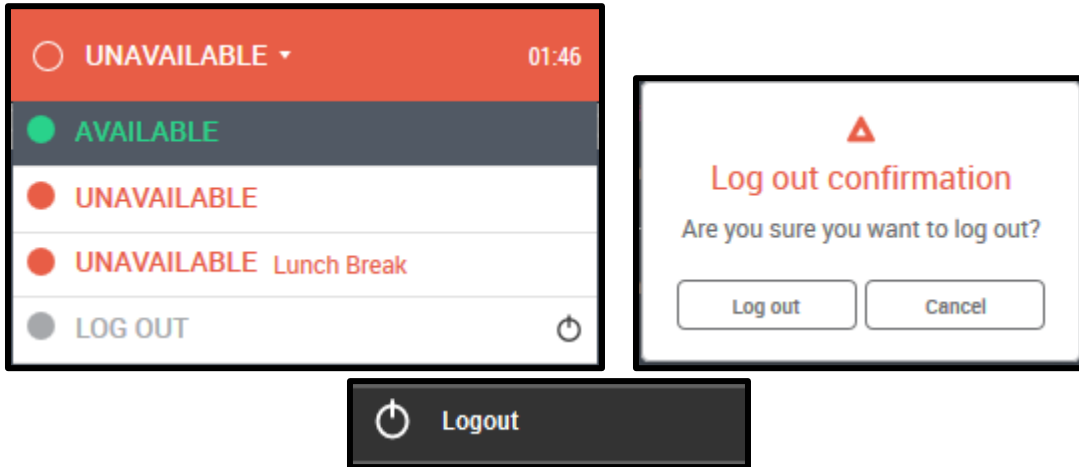
4. **Agent Reports** is displayed below indicating statistics for your phone number.
    A. **Performance** will show you how many incoming and outgoing calls you've made for today, yesterday, and the past 7 days.
    B. **Productivity** will show you the amount of time you've been on a particular status (available, working, and unavailable) for today, yesterday, and the past 7 days.
    C. **Assigned Skills** will show you the skillset/team to which you belong to.
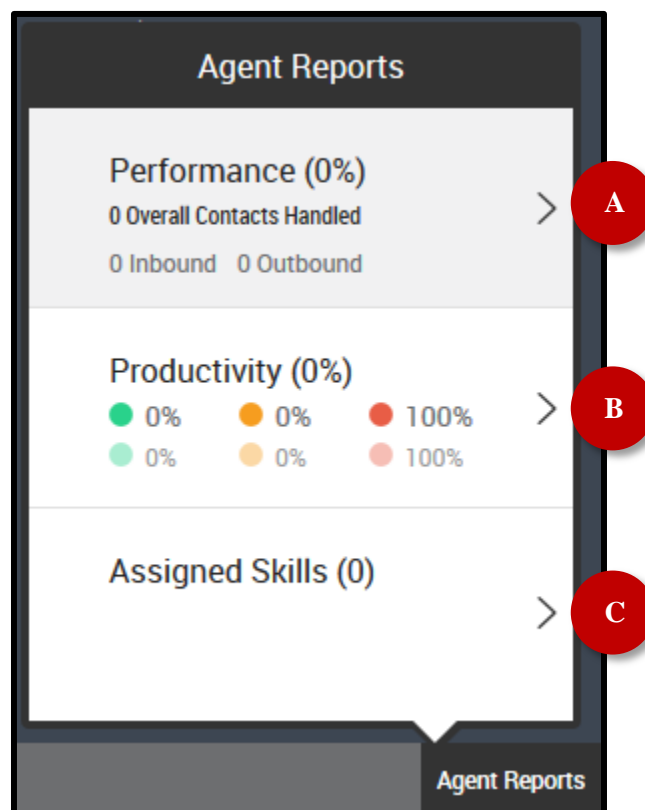
5. The **Glance Toolbar** is available at the bottom of the MAX window.

- **New** will allow you to initiate an outgoing phone call by direct call, call history, agents, skills, or team.
- **Schedule** will open your current daily commitments and allow you to add and edit existing ones.
- **Messages** (currently not implemented?) are direct text communications.
- **Launch** contains custom links configured by an administrator or transfer options for voicemail.
- **More** contains information about the MAX agent and client, connection status, customization for the interface, an event log, and other options.
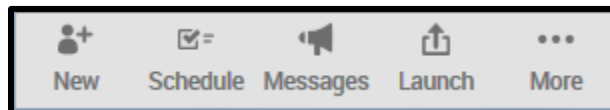
6. When you are on a call, the follow options are available to you.

- **Hold** will place the caller on hold while you look up information. Click Hold again to resume the call.
- **Mute** will mute the phone call so they cannot hear you. Click Mute again to unmute the call.
- **Record** will record the call if you have been given permissions to do so. Once you have started a recording, you cannot stop the recording for that call.
- **Transfer / Conf** will allow you to transfer the phone call to another person or department or create a conference call.
- **Commit** will allow you to create a reminder (like an Outlook meeting) if you need to follow up with the caller. The commitment will appear on your schedule.
- **Launch** contains a series of predefined custom links (websites).
- **Hang up** will end the current call. The MAX agent will display a confirmation message to hang up.
- **Dial pad** displays a numerical number pad if you need to enter numbers when going through a phone menu.