

MiCollab Client 9.x sign in for ACD

Personnel

Southeast Community College

Initial install:

You will get a message like below when you bring MiCollab up the first time.



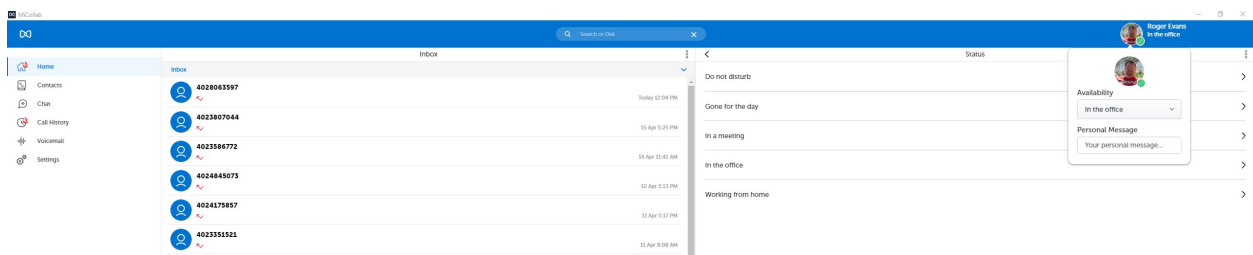
MiCollab

You will get an email from mitel with the 32 bit key. Copy the key from the email and paste into the box and apply. It will ask for a password; the password is your 4 digit extension. This is a onetime occurrence.

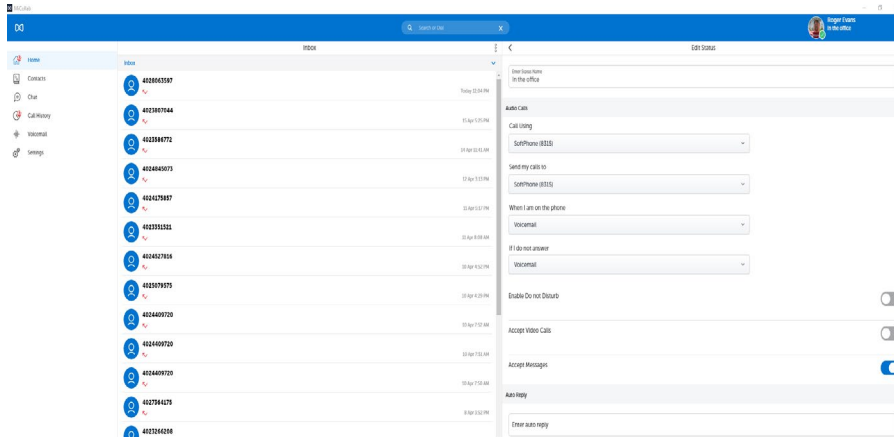
This is the Micollab screen. In the middle is where you put an extension, name or 9 and a ten-digit phone number.

In the upper right-hand corner is where you put your status. Usually In the office or working from home and a personal message if you want.



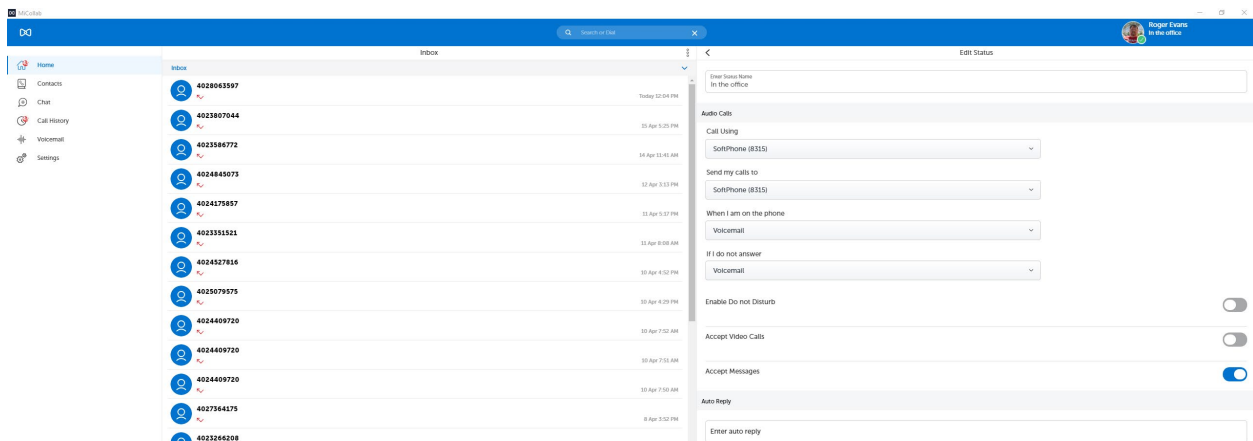
Standard setup for 'In the office':

Use softphone to make and receive calls and send calls to voicemail if I don't answer or am on another call.



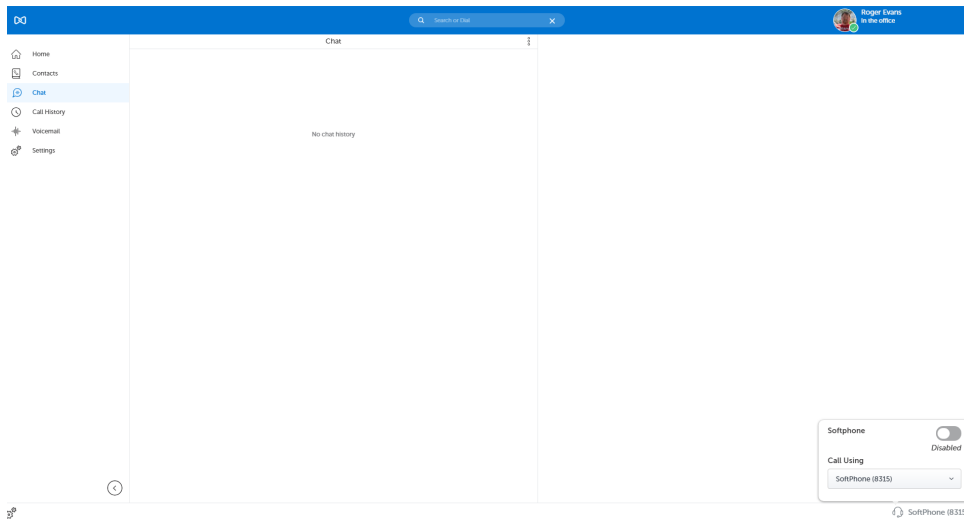
Standard setup for In the office:

Normally MiCollab is not running when you are in the office, unless you want to take calls on your laptop. Log into your phone and calls will go to your phone.

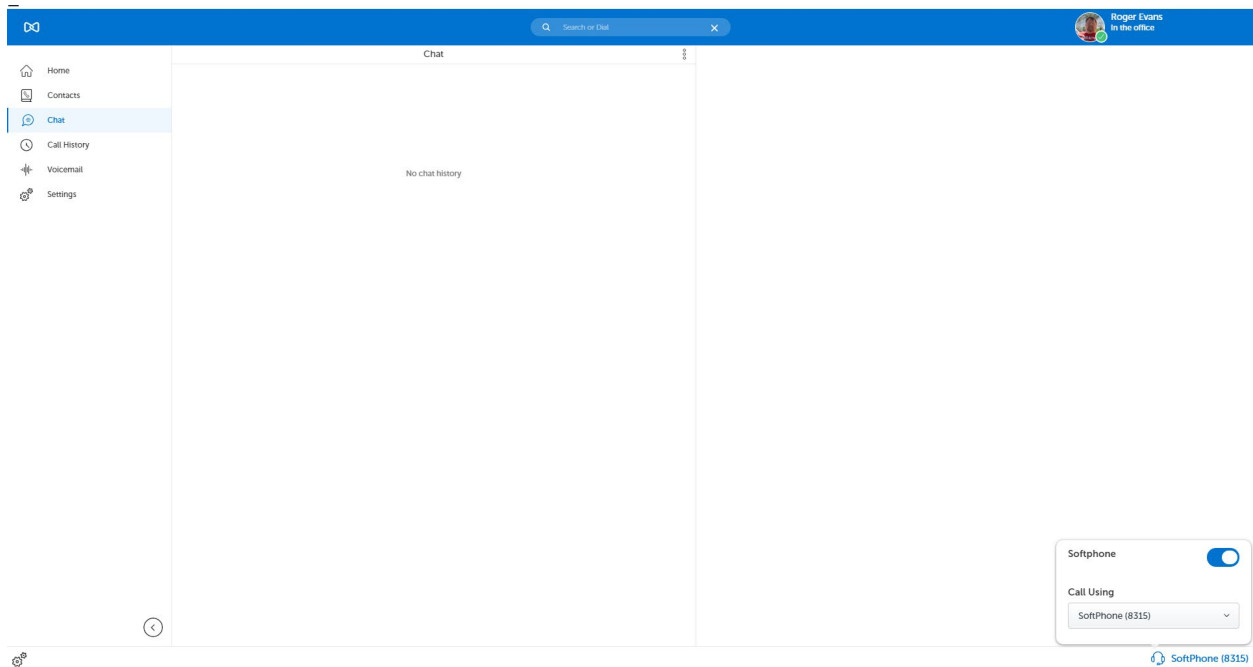


To turn softphone on:

In lower right corner, click on your softphone number and if it says disabled, slide the button to the right



The button should turn blue:



Log into Ignite:

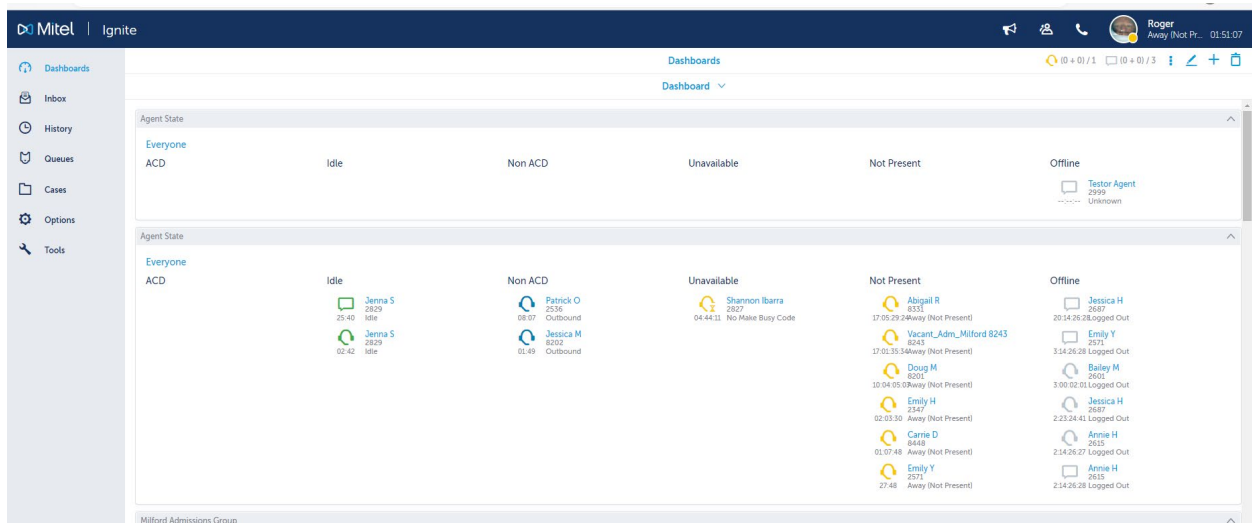
<http://scclmicc.southeast.edu/ignite>

Please sign in:

User name is first letter of your first name and last name.

Password is your extension number

Your screen should look similar.



First column: On an ACD call

Second column: Waiting for a call

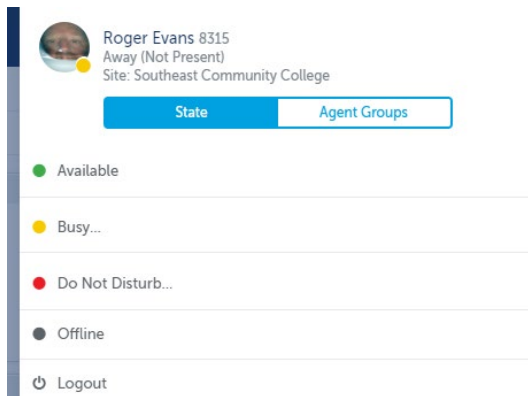
Third column: Taking a non acd call

Fourth column: Busy not taking calls now

Fifth column: Non present

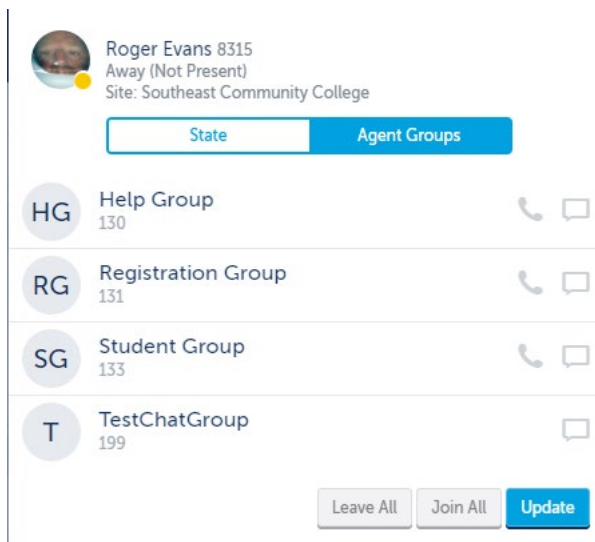
Sixth Column: Not logged into phone

Click on your name in upper right corner to show status of yourself.



The image shows a user profile menu for Roger Evans 8315. At the top, there is a profile picture, the name "Roger Evans 8315", the status "Away (Not Present)", and the site "Southeast Community College". Below this are two tabs: "State" and "Agent Groups". Under the tabs are five status options: "Available" (green dot), "Busy..." (yellow dot), "Do Not Disturb..." (red dot), "Offline" (gray dot), and "Logout" (power icon).

Click on Agent Groups to show what groups you are a member of.

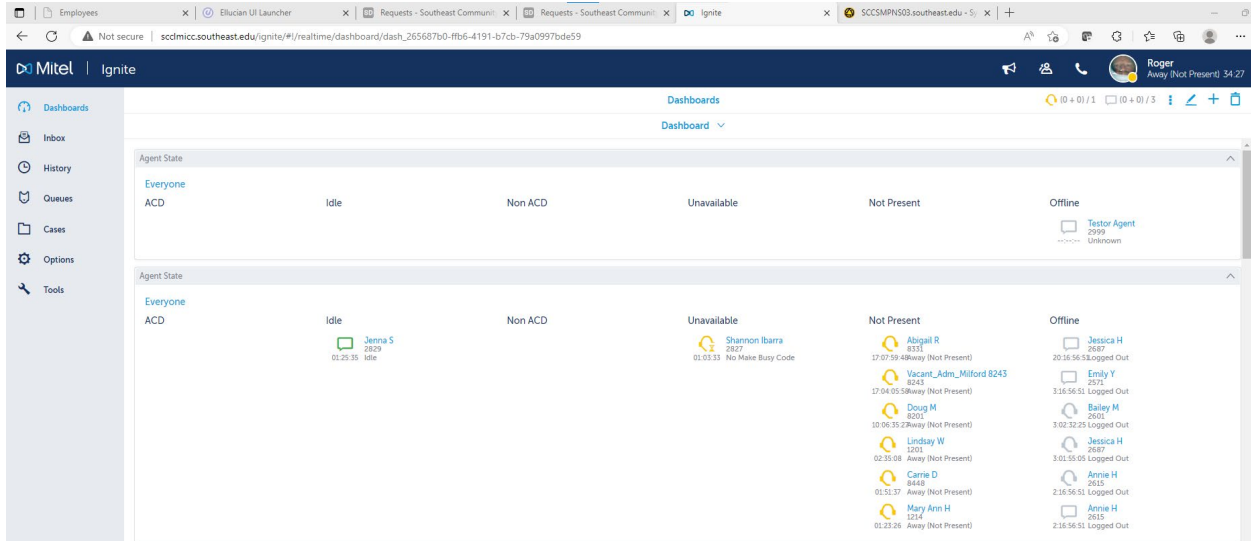


The image shows the "Agent Groups" section for Roger Evans 8315. It lists four groups: "HG Help Group 130", "RG Registration Group 131", "SG Student Group 133", and "T TestChatGroup 199". Each group has a phone icon and a chat box icon. At the bottom, there are three buttons: "Leave All", "Join All", and "Update".

Click on the phone or chat box to turn to blue (on) or gray (off)

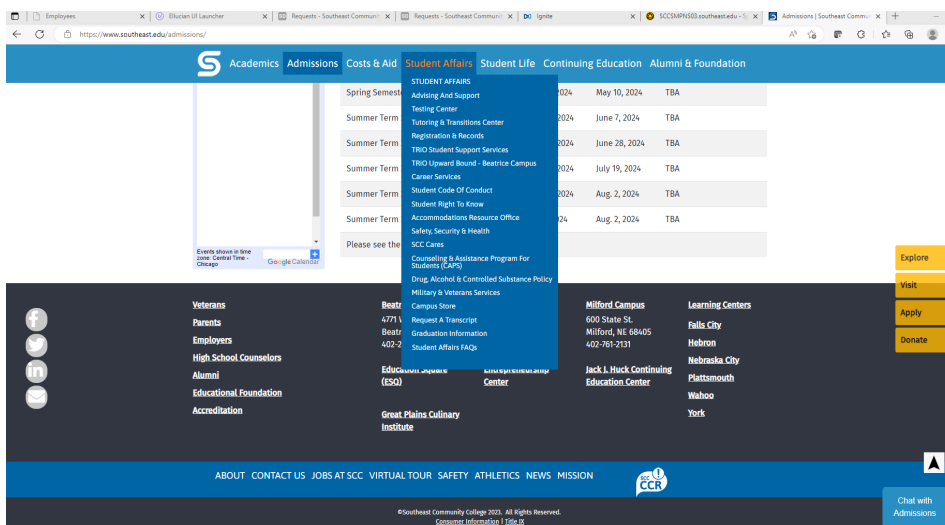
When you get a chat request, software will show a red 1 in the inbox.

A popup will ask if you accept the chat. Accept the chat and chat with the student.



Just remember, chats are coming from southeast.edu website, so the chatter may or may not be a student.

Depending on where the student is on the website, a certain chat request will popup for the student. We have chat bots for Help Desk, Financial Aid, Student Accounts, Admissions and Registration.





When the chat is done, a copy of the transcript is sent to the email the student provided and one is also sent to the general email address of the area that handled the chat.

While on chat, you can attach a document and send it to the student, you also have the ability to send the chat to another area. For instance, you are in registration but the student is not yet admitted, you can transfer the chat to admissions and let them assist the student.

Useful tips on interacting with ignite:

Covers: Overview of Case Management in Web Ignite

Link: <https://youtu.be/epCw25Px-5E>

Covers: Overview of handling voice call interactions in the Ignite Web Client

Link: <https://youtu.be/lPhl4ow9zGw>

Covers: How to handle Chat Interactions

Link:

[https://www.youtube.com/watch?v=YeAWH\\_oFMIs&feature=youtu.be](https://www.youtube.com/watch?v=YeAWH_oFMIs&feature=youtu.be)

Covers: How to handle SMS Interactions

Link:

<https://www.youtube.com/watch?v=MFZi53pN4KI&feature=youtu.be>

Covers: Overview of handling voice call interactions in the Ignite Web Client

Link: <https://youtu.be/lPhl4ow9zGw>