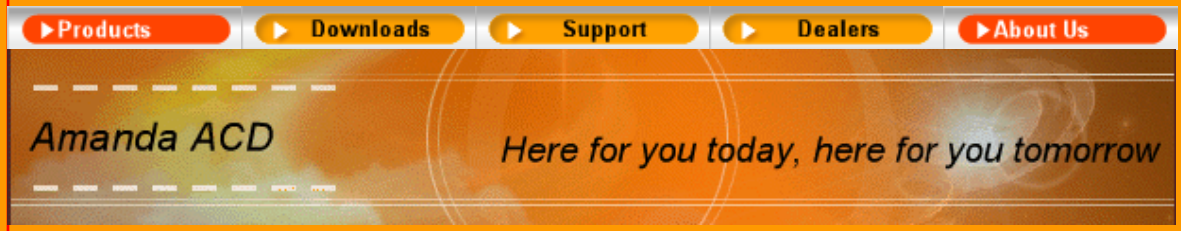


Amanda Color Logo_2.jpg



Amanda CallQ ACD Demo

Welcome With this Amanda CallQ ACD demo, you will be experiencing real-time actual usage of the Amanda CallQ ACD. You will be using the actual program and connect to our live Amanda Portal server through which you will be able to take calls, voice mails, and e-mails. Please note that this demo works only on Windows 2000 or higher.

Install CallQ Agent To get started, you will first need to install the Amanda CallQ Agent software. It is one of several Amanda Portal Clients and it may be un-installed. To begin installation, please click [Amanda Portal Clients](#). This will download a ZIP file (portal_clients.zip) of the Amanda Portal Clients installer. After the download is complete, open the ZIP file and run the "clientsinstall.exe" installation program. To install CallQ Agent click on "Next>", select a folder for installation, click "Next>", **check only the CallQ Agent box for installation**, select a program group, and click "Finish".

Start CallQ Agent **NOTE - to use CallQ Agent, ports 129-132 must be open on your firewall for access.**

To start Amanda CallQ Agent, open the program group you defined during installation and click on the CallQ Agent icon/program. At the Logon window:

- **enter 74.10.52.71 for the Remote Address**
- **enter 2001 for the Agent Number**
- **enter 2001 for the Security Code**
- **click OK**

After logging in, you will need to re-define the phone number associated with the CallQ. Be sure to use a phone number that you can answer following the format 91area_code_and_number@starpbx. To do that:

- **close the open Queue: Demo window by selecting X in the inside window**
- **confirm detaching by clicking Yes**
- **re-attach by clicking Queue -> Attach to Queue...**
- **enter your phone number for the Extension - note, please use format 91ten-digit-phone@starpbx**

Click OK to logon.

Experience a Call To place a call into the Amanda CallQ ACD, call **1.866.870.3920**.

After the system answers, you should see the call appear in the Amanda CallQ Agent program you are running. **This same call would appear simultaneously on all agent screens that are connected to the queue.** Your agents may be in the office or at home, the call appearance and caller experience are the same no matter where your agents are located.

To take the call, double-click on the call and select "Accept" or simply click on the "Make Available" button. Note, for purposes of this demo, the Amanda CallQ Agent is defaulted to allow the agent to control when they take a call. This is to allow you time to view the screens and for you to experience what a caller would hear. However, if you use the "Make Available" button you will change the CallQ Agent to automatically take any new calls immediately – to switch back, click on the "Make Unavailable" button.

Leave a Message First, make sure that you will not have a new call transferred to you automatically by verifying that your Current Status is "**Unavailable**". To change your status to Unavailable, click on the "Make Unavailable" button.

Place another call by dialing **1.866.870.3920**.

This time, do not accept, or transfer, the call. On the *telephone* you will hear periodic "comfort messages" and on the *screen* the CallQ Agent will escalate the call with different colors. If after 2 minutes the call is not taken, the *telephone* caller will be asked to leave a message. Please note that all time limits are adjustable and are shortened here for demonstration purposes.

When prompted, please leave a message. Your message should appear in the CallQ Agent window. To listen to the voice mail, double-click the call and select "Accept" or simply click on the "Make Available" button.

Send an E-mail To send an e-mail into the Amanda CallQ ACD for your agents to receive and respond to, click [e-mail an agent](#). Remember to put something in the Subject field. By putting in a subject this will demonstrate the CallQ's ability to show on the CallQ screen custom information about a received call.

If your e-mail client does not start, start your e-mail client separately and send an e-mail to callqdemo@sbcglobal.net.

Note - it may take some time for the e-mail to show up depending upon e-mail traffic and servers.