

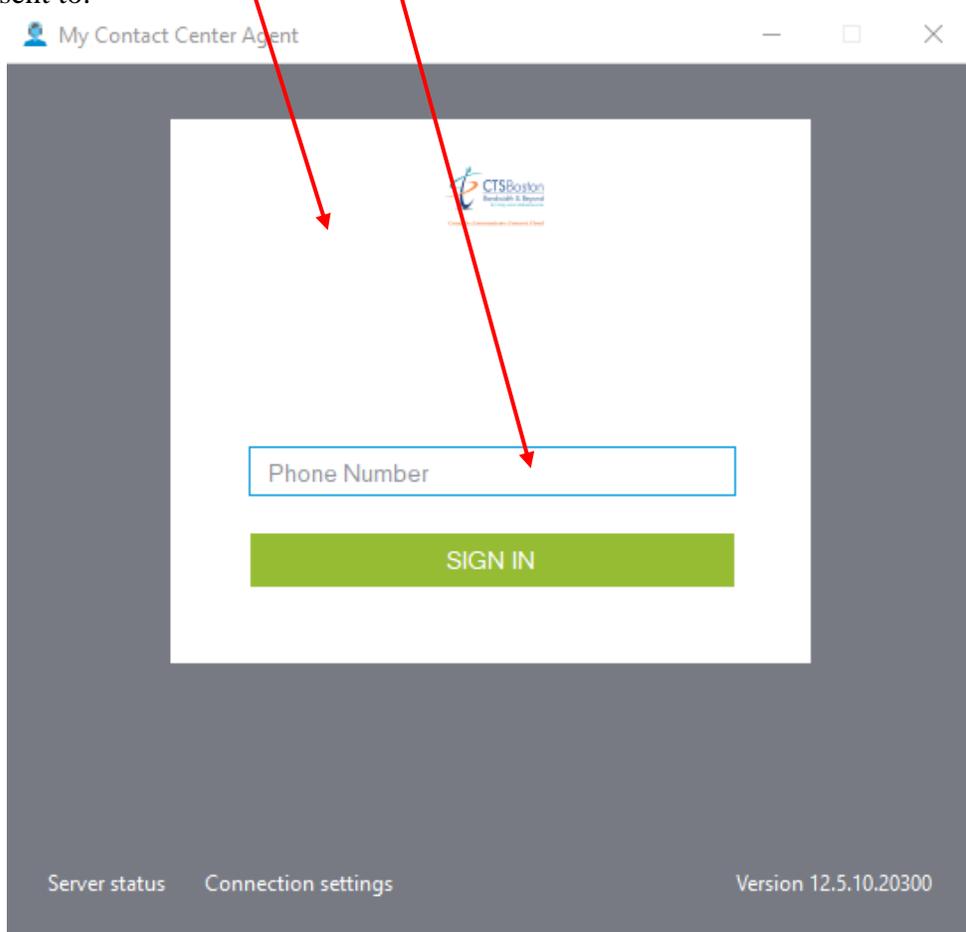
Using the Native Contact Center Agent:

1. After you have successfully logged in from the previous document instructions:

Click on the **Call Agent Center** icon on your desktop if you didn't checkmark launch on exiting set up before.

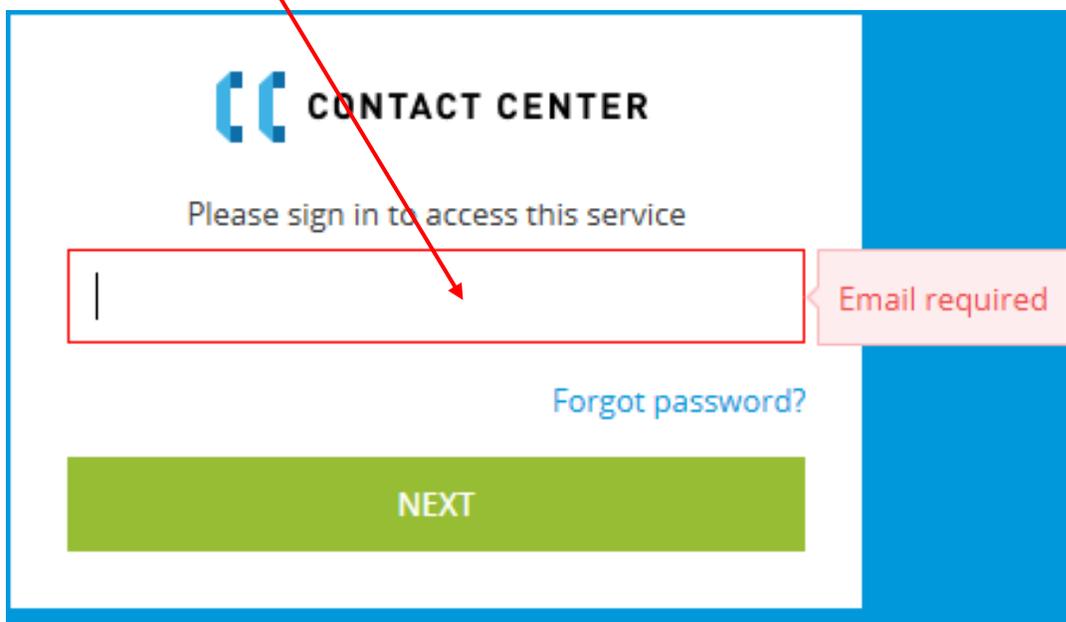


- 1.
2. Type in your **phone number** in the phone number field you wish to have the contact center calls sent to.



- 3.

4. Type in your **email address** you used to register for a Samaritan agent log in.



CONTACT CENTER

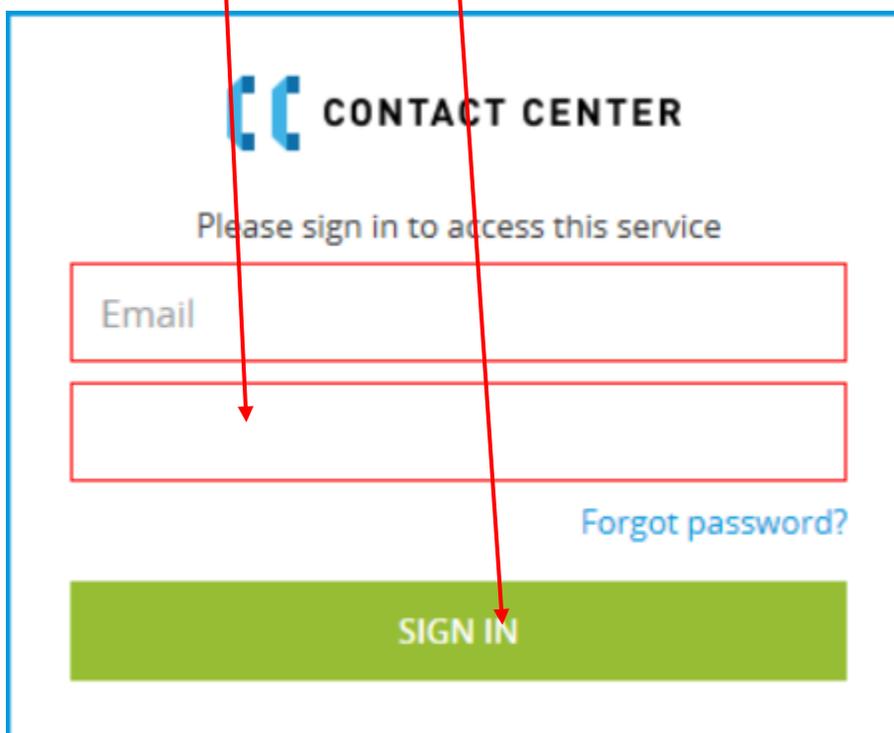
Please sign in to access this service

Email required

[Forgot password?](#)

NEXT

- 5.
6. Type in your **password**. Click **sign in**.



CONTACT CENTER

Please sign in to access this service

[Forgot password?](#)

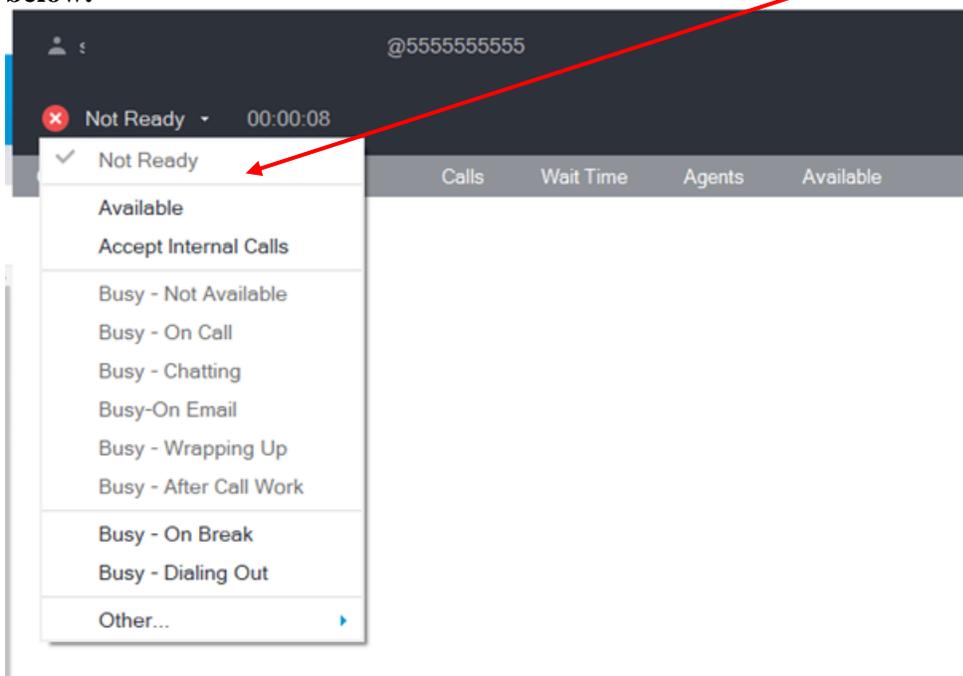
SIGN IN

- 7.

- This will bring you to the main screen where you can begin using the agent features of the call center. You should see your **main email** and **phone number**. To learn more about dialing out, starting a chat, or changing options please read the document labelled “**How to use the Cloud Contact Center Agent App**”.



- You will always start out as **not ready**, and you won't be able to receive any calls yet. You can change the status of yourself by clicking on the down arrow next to “**not ready**” to any status in the menu below.



3. If you don't do anything you will automatically be set to **available** after 30 seconds.

My Contact Center Agent - Available

@5555555555

Available 00:00:30

Queue	Type	Calls	Wait Time	Agents	Available
Frequent Caller	Voice	0	00:00:00	1	1
Help Line	Voice	0	00:00:00	1	1