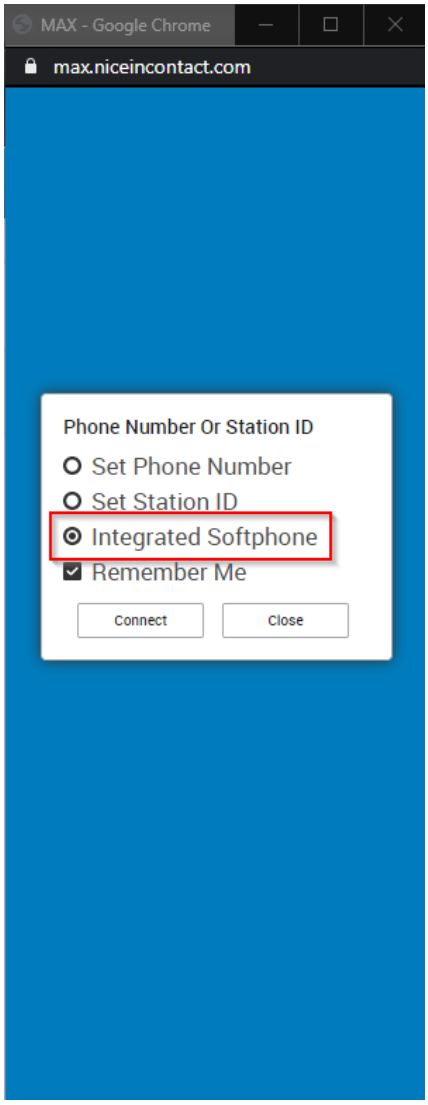
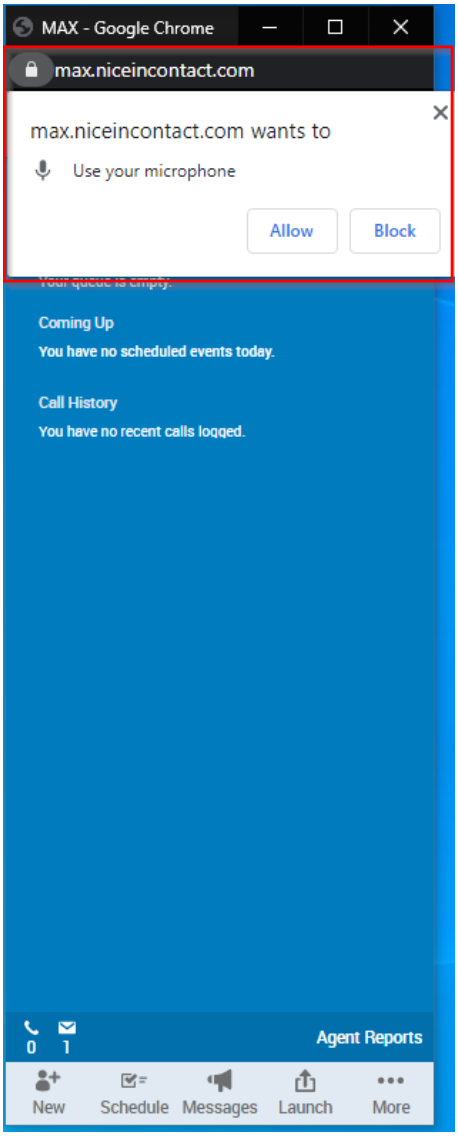
How to Launch InContact Softphone Integration

1. After launching the MAX agent, select “Integrated Softphone” then connect.



2. Once the MAX agent opens, you will receive a pop-up to allow microphone access, select “Allow”


MAX - Google Chrome
max.niceincontact.com
max.niceincontact.com wants to
Use your microphone
Allow
Block
Coming Up
You have no scheduled events today.
Call History
You have no recent calls logged.
0
1
Agent Reports
New
Schedule
Messages
Launch
More