

FAQ's Webpage

1.) Who do I contact for Password issues for Incontact or the Agent Portal?

Incontact - Please go to the Agent Support Website click on the Help Link choose reset password for Incontact. An email will be sent to you with your new password.

Agent Portal- On the login screen chose forgot password it will ask you what your log in name is once that is done an email will be sent to you with your new password.

2.)What if I can't find my link to incontact or Agent Portal.

Go to Agent Support Web page chose help. There is a title that says Links. Please chose the link you are missing .

3.) Who do I contact for further instructions on either the Portal or Incontact?

On the agent Support Website there are instructions for each of these items. If you need further help you may contact your POC.

4.) Who is my POC?

Your POC was assigned to you during the registration process . If you need to locate who this was you may visit our Agent support Website. Your POC will be listed there under Directory.

5.) Who do I call if I have an escalation or concern?

If at anytime you have an issue and need to escalate a situation you may call the Agent Support Hotline and choose POC option. You will be routed to the appropriate contact.

6.) Who do I contact for more services?

Please go to the the Agent Support Website to view options available.

7.) Who do I contact if I want to come visit the FAST TEAM?

You may contact your POC they will be able to provide you with directions and hotels around the area.

8.) What if I want to change information on My Portal?

All of the editable changes are available to you when you log in. If you require more changes than these please contact your POC.

9.) I can not hear my voicemails on the waive files?

Go to this website and download the VLC Media Player- This will help enhance your wave files. There is no charge for this enhancement. If the problem persist you may want to consider adding louder speaks to your computer. This link usually solves any issues you may be experience with volume.

http://download.cnet.com/VLC-Media-Player/3000-13632_4-10267151.html

10.) I can not understand this voicemail where did this call come from?

When the wave file came over to you it has a number attatched to it. You can copy this number and put it in to incontact under contact ID. The phone # this came from will be the ANI From.

11.) I want to re-record my voicemails/Greeting.

If you go to the agent support Website look under the Self Help button. Choose record my greetings /Voicemails. You are able to re-record these options. Once completed and you hit submit the wave file will come over to CSG we will then replace your old one. Please allow update 24-48 hours for this take place. Once this is completed you will receive a confirmation email.

12.) After I register what happens.

You will receive a call within 24 hours of registering. The next steps will be discussed with you at that time.

13.) I would like to listen to phone calls.

Incontact is the system you will use to listen to all of your calls. You will be walked through how to use this system during your registration period. If you need further assistance please see the help tab for instructions on incontact.

14.) I want my calls answered like I would answer in the office.

CSG has tested this out with other agents prior to extending services to you. We have learned the best way to answer the phones is exactly how you answer the phones. We simply say thank you for calling the Smith agency this is Kimmie How can I help you? If you have any concerns with this please let your POC know.