**PeopleSafe - Log In and Log Out of the** **Five9 Soft Phone**

[Access/Login](#_Toc163632404)

[Troubleshooting Login Issues](#_Toc163632405)

[Log Out](#_Toc163632406)

[Related Documents](#_Toc163632407)

**Description:** How to log in and log out of the Five9 Soft Phone for the Agent.

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| Access/Login |

To access/login to the Five9 Contact Center, perform the steps below:

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| **Step** | **Action** | |
| **1** | Double-click the Five9 desktop icon.    **Notes:**   * If no icon, copy and paste this URL into the Chrome browser, not Edge: <https://app.five9.com/appsvcs/saml/sp/135848/OktaADT/alias/adt>. * If logging in for the first time and prompted to install browser extension, do not proceed to step 2. Report issue to Supervisor. | |
| **2** | Verify the fields below are populated and click **Confirm:**   * **Softphone** highlighted (default) * **Station Number** (auto populated, do not change)   **Notes:**   * If **Softphone** is not highlighted, click to highlight it. * If **Station Number** is not populated, contact supervisor for instructions. | |
| **3** | Listen for three (3) tones. | |
| **If three tones are…** | **Then…** |
| Heard | Click **Confirm** and continue to the next step. |
| Not heard | Refer to [Troubleshooting Login Issues](#_Troubleshooting) section. |
| **4** | In an **Edge** browser, follow the process to [log in to PeopleSafe (075981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59b2b856-ee29-4eeb-a801-83911c01bb47). | |
| **5** | Return to the **Chrome** browser. On the Five9 page, select the **PeopleSafe Domain** based on the URL (www) in the address bar.  **Example:** Click www7 as the PeopleSafe Domain to engage Agent State.      If you select an incorrect PeopleSafe domain, the PeopleSafe CTI screen will **not** appear. Return to “PeopleSafe domain” by clicking the **…** icon and select the correct region.    **Result:** You are now placed in a **Not Ready** state.  **FEP Agents:** You must select your Current Work Location:   * Onsite Chandler * Onsite Kansas City * Onsite San Antonio * Work From Home   **FEP Agents:** If the location selection is not available, do not proceed and notify supervisor immediately. All agents taking FEP calls must have the location selected for tracking purposes. | |
| **6** | Change the state to **Ready (Voice)** or **Ready (Voice, Voicemail)** from the Agent State dropdown to begin taking calls.   * Voice: Inbound calls from a skill * Voicemail: Inbound Queued Voicemails (QVM) received when a client and/or skill chooses to enable this   **Note:** If you are skilled for clients/skills that utilize QVM, you should have both Voice and Voicemail capabilities and see both when logging in. Refer to the Five9 Queued Voicemail (QVM) process document for your line of business.      **Notes:**   * An alternative option is **Ready for…** . This allows you to be ready for either both or one channel option. You can use this to make yourself ready for only one channel when you have more than one option available. If you have both Voice and Voicemail capabilities, you will see both and can choose to only make yourself ready for one. You should always make yourself ready for both unless otherwise directed by their leader. * Once your selections are made, select Confirm to be placed in a Ready status. If nothing is selected, the Confirm button will not be available. | |

[Top of the Document](#_top)

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| Troubleshooting Login Issues |

Use this section to troubleshoot login issues:

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| **Problem** | **Resolution Steps** |
| **Do not hear three beeps when logging on** | **Note:** After each step, click **restart your station** and listen again for the 3 beeps. If agent still does not hear the 3 beeps, continue to the next step.     1. Check that headset is connected to system and not muted. (If system does not recognize headset, ensure headset is connected securely to a working USB port. Change USB ports, if needed.) 2. Confirm that the **headset** you are using is selected under Output and Input on the dropdown of Five9.      1. Check system volume.  * To ensure the headset and/or application specifically has volume turned up, right click the volume icon in the Windows taskbar and choose “Open Volume Mixer.”          1. If no sound is heard, click **restart your station.** 2. Check with supervisor for next steps if you are unsuccessful after restarting and following the steps again.   **Note:** Not all headsets are compatible with Five9. Consult with supervisor to confirm compatibility. |
| **Other Issues** | Refer to [Five9 CCaaS Troubleshooting Guide (052267)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49b28887-b0f7-4992-9a55-040a4a86d9ee). |

[Top of the Document](#_top)

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| Log Out |

**Reminder:** Complete the log out process below; do **not** close the browser window. If you close the browser without first logging out, you will not be logged out for several minutes and during that time may receive calls. If you accidently close the browser, re-launch your softphone and log out properly.

Complete the steps below:

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| **Step** | **Action** |
| **1** | Click the Logout icon Icon  Description automatically generated to the left of the Agent State.    **Result:** The Five9 login screen appears. |
| **2** | Close the browser window displaying the Five9 login screen.  **Note:**  This screen is not applicable for internal colleagues using single sign-on (SSO). |

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

[Five9 Document Index for Agents (052307)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)

**Commercial:**

[Five9 Queued Voicemail (QVM) (057491)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7a213de9-e2ae-46df-8e27-0d4d761ef5db)

**FEP:**

[FEP Shared - Five9 FEP Queued Voicemail (QVM) Process (058357)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=45526ab5-38ef-4d2f-9b70-b1e99108ce1f)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Top of the Document](#_top)

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