NICE · inContact

CXone MAX Agent

A Reference Guide for Agents

Log In to MAX

You must use Google Chrome as your browser

An email from NGAgentEventLog@incontact.com will contain password reset instructions

https://home-c18.incontact.com

1. **Your user name must be in the form of an email address**

2. **Use the temporary password from your email**

3. **Check 'Launch Agent Upon Login'**

4. **Click Sign In**

! **At 1st login, a box indicates log-in failed. Provide a new password TWICE >9 digits, numbers, lowercase and capital letters, special characters**

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Sign In

1 → username@ .com

2 → Enter Password
Password

3 → ✓ Launch Agent Upon Login

Back   Sign In   **4**

Forgot Password?

Log In to MAX

1 Once logged in to the web page, **click on the 'Dial Pad'** in the top right corner
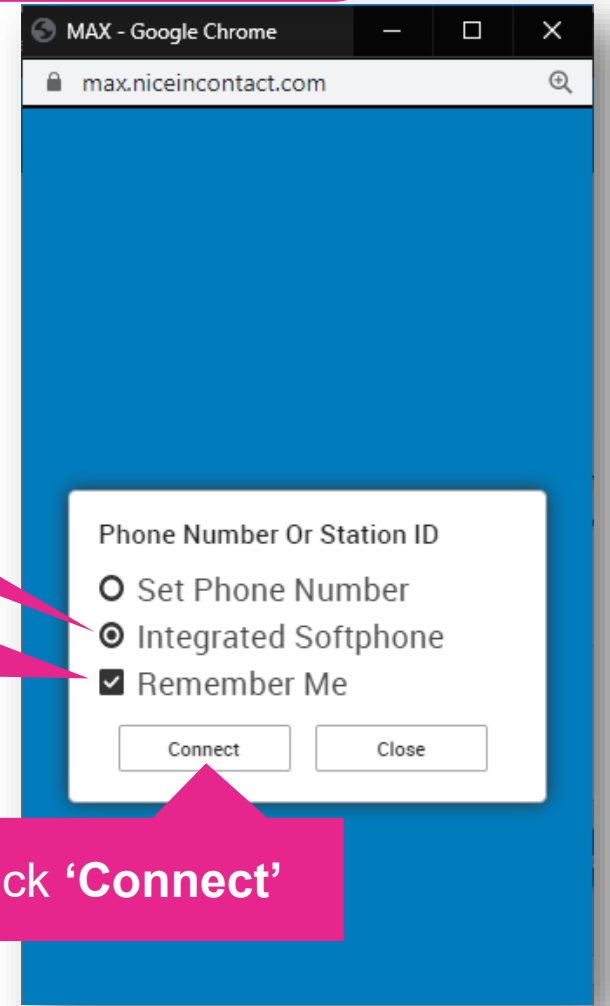
2 Select **'Launch MAX'**

LAUNCH MAX

3 Choose **'Integrated Softphone'**

4 Check **'Remember Me'**

5 Click **'Connect'**

MAX - Google Chrome

max.niceincontact.com

Phone Number Or Station ID

○ Set Phone Number
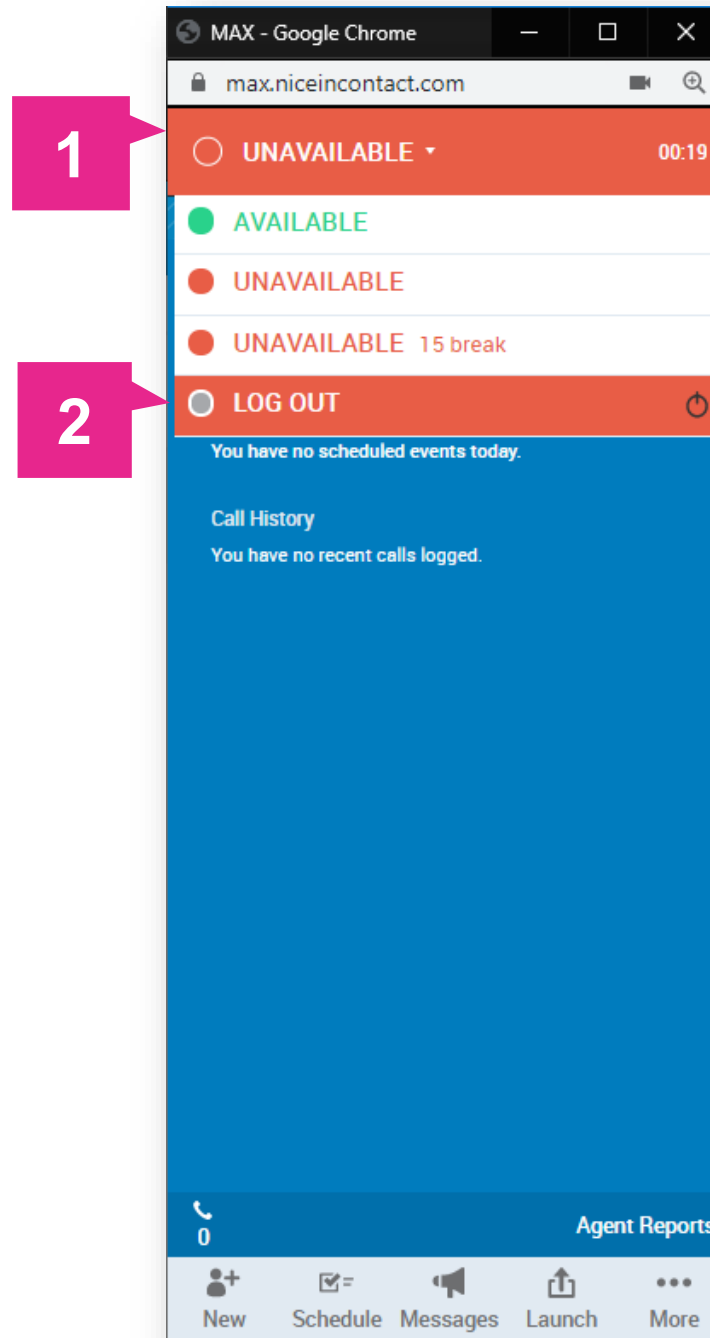◉ Integrated Softphone
☑ Remember Me
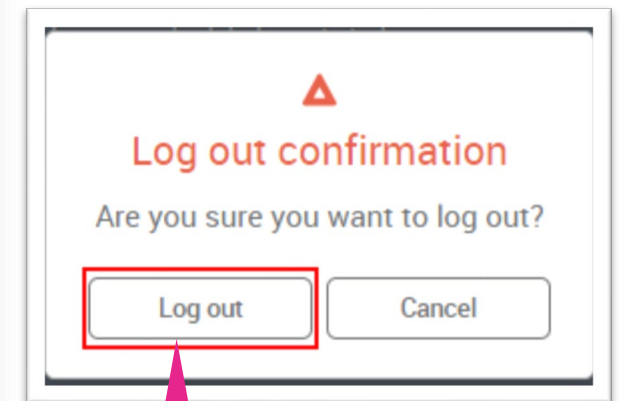
Connect   Close

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Log Out of MAX

1. **Click anywhere in the state bar**

2. **Select LOG OUT at the bottom of the list**

3. **Click Log Out in the pop up window to confirm.**

1

2

! **Do not close the webpage by clicking the "X" in the top right corner. *It will not log you out.***
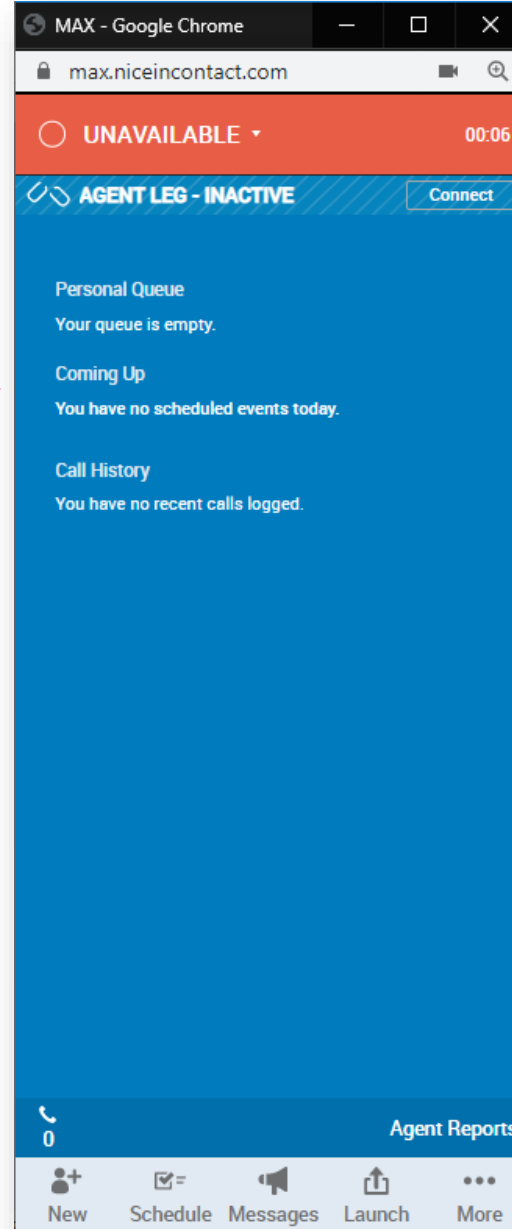
3

MAX Interface

Personal Queue
Calls assigned or transferred to you

Coming Up
Your scheduled commitments

Call History
Your last two calls will show here

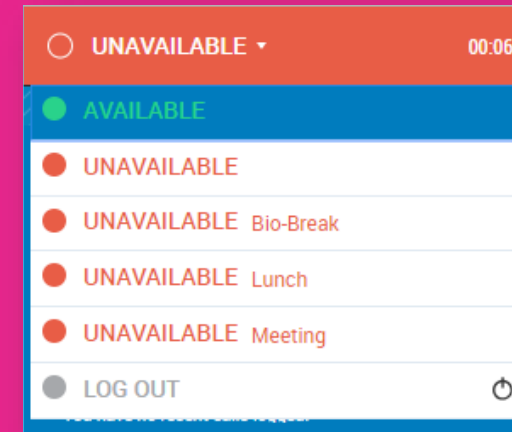**Agent State Bar**
Click his bar to change your state

Available
Work can be routed to you

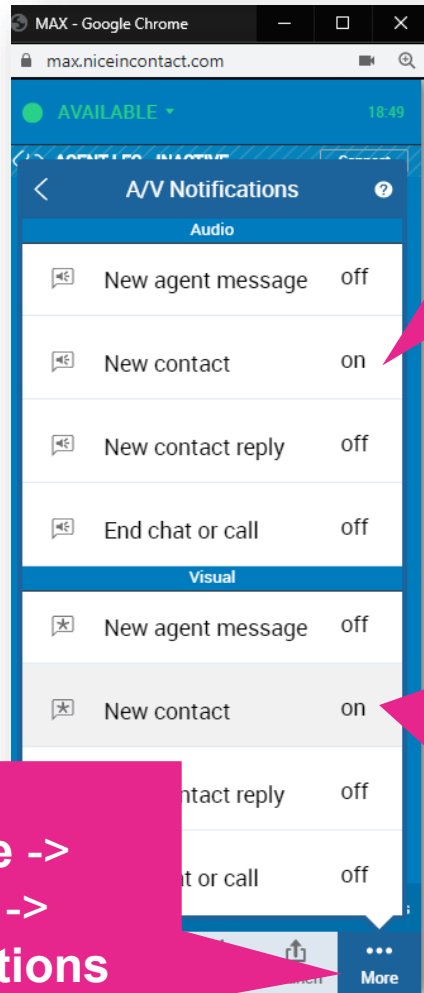Unavailable
No calls will be routed to you

Log Out
To end your session

MAX Settings
Additional Features

Under Audio
Click 'New Contact' to **on**
To beep when call is connected

2

Under Visual
Click 'New Contact' to **on**
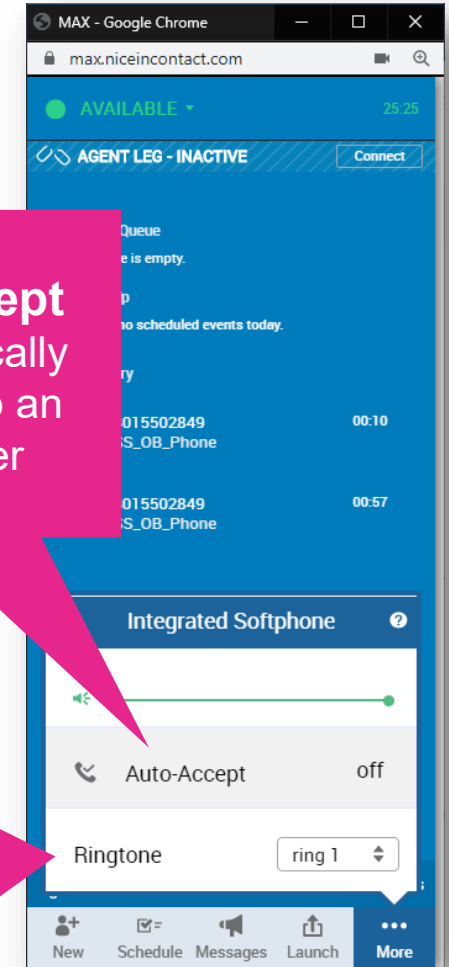*To open a popup in bottom right corner of your screen when a new call comes in*

3

5

Set **Auto Accept** 'on' to automatically be connected to an incoming caller
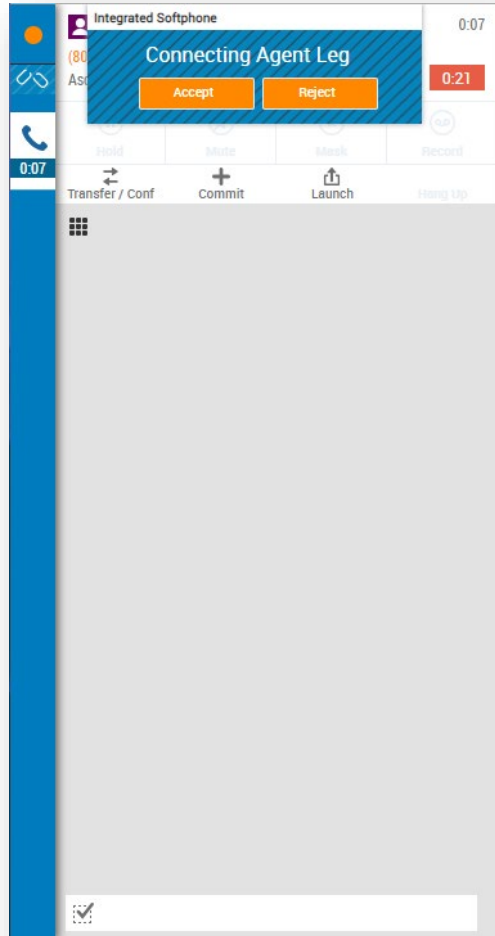
Select a pre-defined **Ringtone** to have a continuous ring while call is being routed to you

6

1

Click **More ->**
Settings ->
AV Notifications

4 4. Click **More -> Settings -> Integrated Softphone**

Call Handling – Incoming Call

Click 'Accept'
to answer a call

Hold
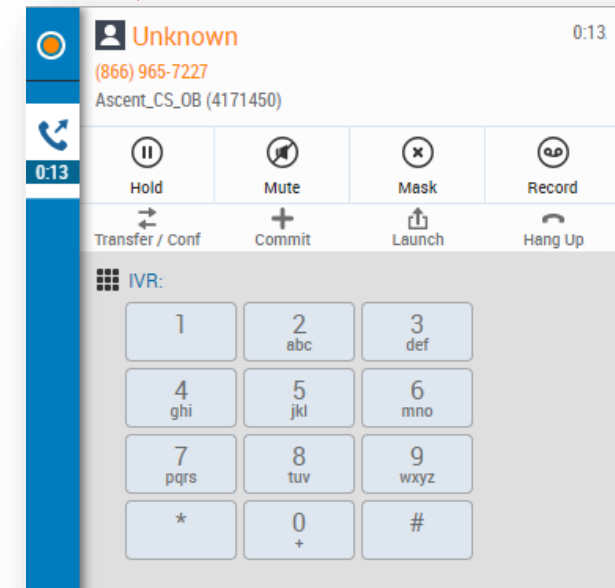Caller will hear music

Mute
Caller will hear silence

Hang Up
Hangs up the call

Mask – If available, white noise will cover a recording

Record – If available, call will be recorded

Commit – If available, creates a follow-up reminder

Call Handling
Outbound Call

2a Enter a number, email, or search term here

2b Or search by Agent Name or by Skill Name

3 Click 'Call'

1 Click 'New' to initiate an outbound contact
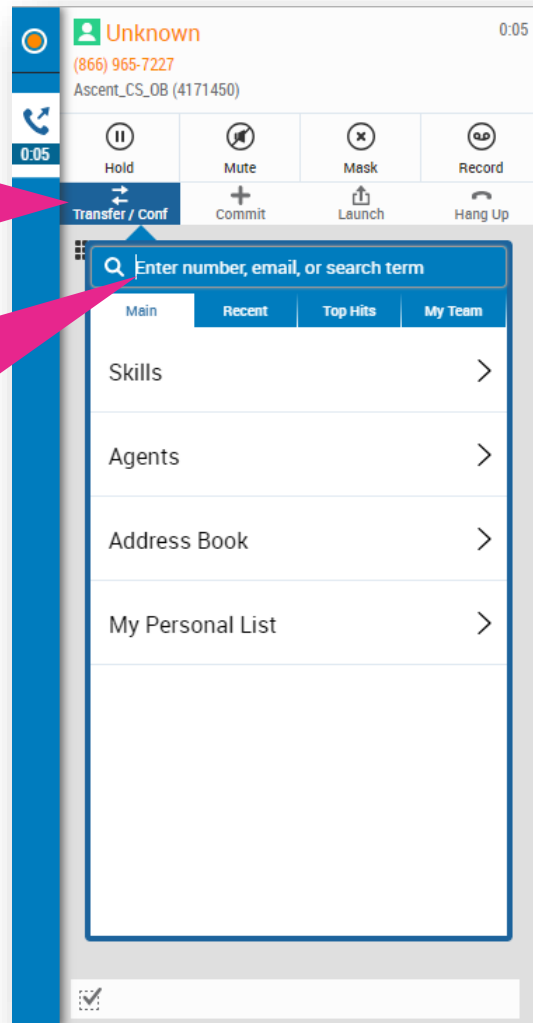
! An **outbound skill** is required

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Call Handling
Transfer / Conference

1 Click **'Transfer/Conf'**

2 Enter the number

Once the new call answers…
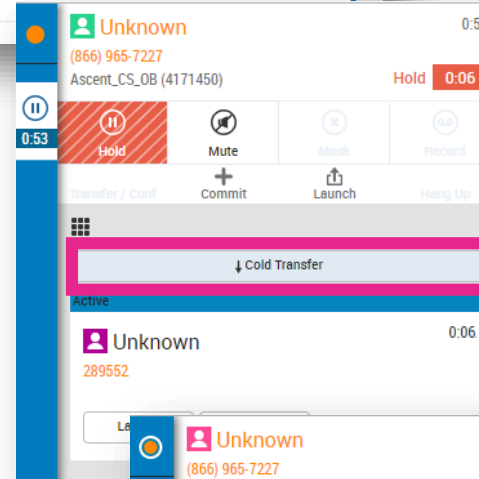
Original contact goes on hold automatically
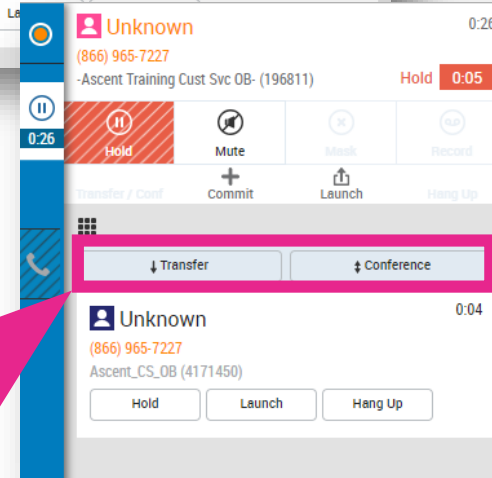
3a Click **'Cold Transfer'** to immediately disconnect yourself leaving the other two connected

3b **Warm Transfer** Wait for the new call to answer and give some information, then click **'Transfer'**

3c **Conference** Wait for the new call to answer and then click **'Conference'** (Now you can hang up either call individually)

Call Handling
Disposition

During or after a call, a **disposition** may be required. When a call completes, you will see the list of dispositions.

1 Select a disposition

2 Add optional notes and tags

3 Click '**Save & Close**'

Call ended   ACW   01:28

👤 Unknown   01:10
(866) 965-7227
Ascent_CS_OB (4171450)

\+ New Commitment

Disposition

Disposition
1st Contact Resolution
Account Update
Sales Call

Notes

Tags (0)

● Add Tag +

Save & Close

Disposition

👤 Unknown   0:12
(866) 965-7227
Ascent_CS_OB (4171450)

Hold   Mute   Mask   Record

Transfer / Conf   Commit   Launch   Hang Up

Disposition complete

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Troubleshooting
## Tips and Tricks

Sound Issues

If your MAX freezes or is not responding **press the 'F5' key on your keyboard**.

MAX itself doesn't have a refresh button, but you can refresh MAX from your keyboard. This will usually fix the problem.

- In Windows, search "Sound"

- Under "Playback" ensure you see the speaker for your headset. Make sure it is enabled

- You can "right click to enable"

- Make sure other playback features are disabled. Sometimes it can be conflicting what device to play the audio on
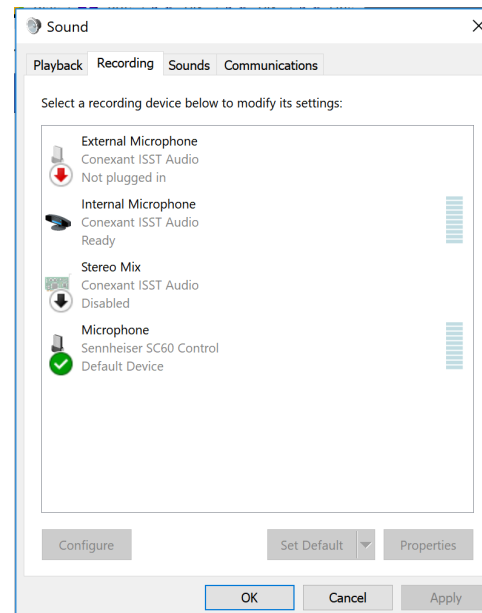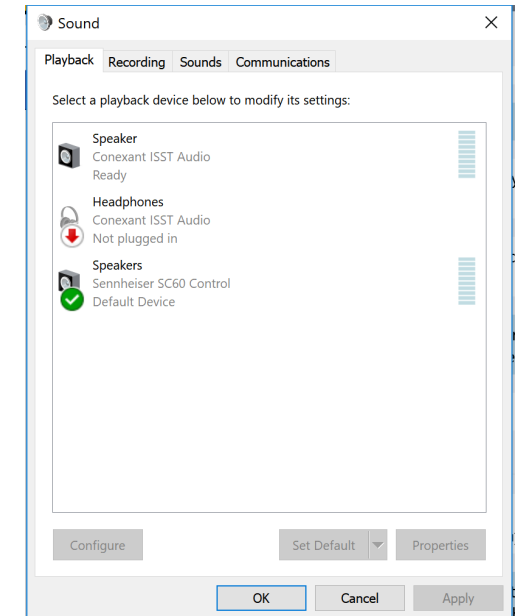
- Ensure the microphone is listed here and enabled

- Ensure the other microphones are disabled on this screen as well

- An easy way to test the audio is to have an Agent place an outbound call through MAX to your cell phone

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Troubleshooting
Other Things

I cannot transfer the call; the Conference button isn't showing up!

The conference button is only available when you have the second caller on the line to transfer to.

Can I make MAX bigger?

Yes, you can hold down your CTRL key and scroll up with your wheel on your mouse. This will increase the size.

I'm having a hard time hearing the callers.

Turn up the sound in Windows as well as on your headset.

My Hangup icon is greyed out!

You cannot hang up on a customer if you have them on Hold or Mute. Simply take them off Hold/Mute and the hangup feature will be available.

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Frequently Asked Questions

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