PART 1: LAUNCHING INCONTACT MAX AND MAKING OUTBOUND CALLS

① Visit https://login.incontact.com/ and log in.

② Click the grid icon on the right corner of the page within the platform.

Phone Number Or Station ID
- ⦿ Set Phone Number
- ◯ Set Station ID
- ◯ Integrated Softphone

801 ▓▓▓▓▓
☐ Remember Me

Connect | Close

NICE · inContact

Create New

LAUNCH MAX | LAUNCH SUPERVISOR

Time
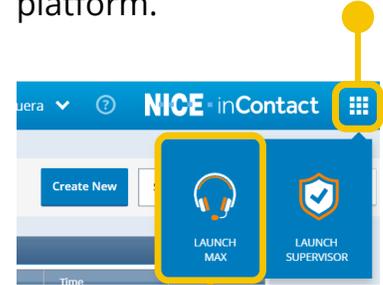
④ In the new pop up window that appears, select "integrated softphone" then click "connect"

③ Select "Launch Max"

⑤ You are now in the Max agent interface.

MAX - Google Chrome — ☐ ✕
🔒 max.niceincontact.com

◯ UNAVAILABLE ▾   04:54

✎ AGENT LEG - INACTIVE   Connect

Personal Queue
Your queue is empty.

Coming Up
You have no scheduled events today.

Call History
You have no recent calls logged.

Agent Reports

New | Schedule | Messages | Launch | More
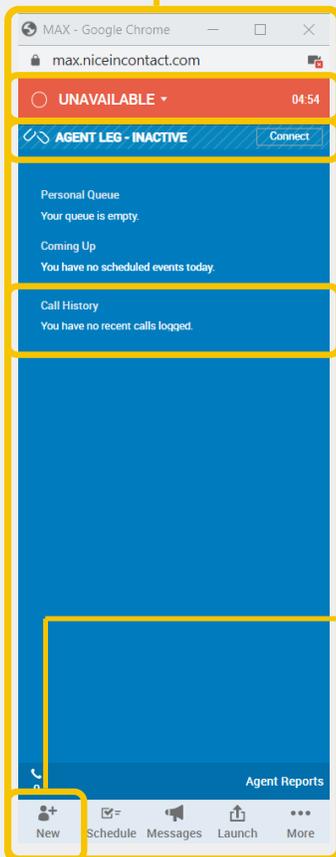
Agent State: Where the agent an set their state or log out of the system

Agent Leg: Click connect to connect agent leg before initiating a call

Call History: Displays information on recent calls

To make an outbound call:
1. Click "New" on the bottom left side of the panel
2. A new dropdown menu will appear. Select "Outbound Skill" to dial your client's phone.

STEP 1 FOR BOTH:
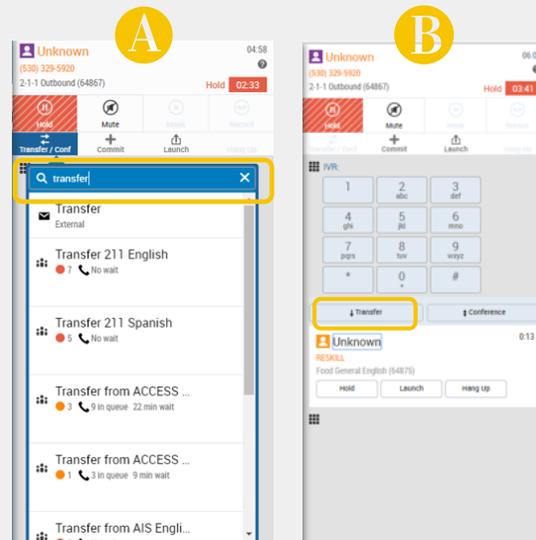PLACE CLIENT ON HOLD

GENERAL INQUIRIES

If needed, you can also mute your phone so the client cannot hear you speak

After placing the client on hold, click "Transfer/Conf"

(A) a new window panel with a search field will appear. Use the search field to locate "Transfer 211 Eng/Span" then select "Call"

(B) Once the Line or department is selected click the blue "Transfer" Icon

NURSE TRIAGE LINE

(A) After placing the client on hold, select the "Nurse Line" icon listed in the main panel. A new window will appear for language, then select "Call".

(B) Once the Line or department is selected click the blue "Transfer" Icon