How Do I Join a Queue to Answer Calls in the Vantage Contact Center (VCC)?

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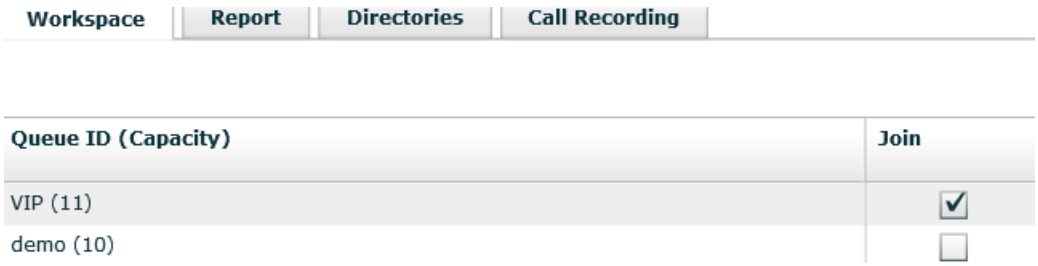
Question

How Do I Join a Queue to Answer Calls in the Vantage Contact Center (VCC)?

Answer

First, refer to the article "How Do I Sign Into the Vantage Contact Center (VCC)?" to sign into the Vantage Contact Center (VCC).

Once signed into VCC, you will see your available queues you are able to join. To join one of the available queues, click on the **radio box** on the same line as the queue you intend to join. When joined, this radio box will be filled in with a check mark.



Applies To

MAXcallcommand

Online URL: https://help.maxcore.io/article-12.html