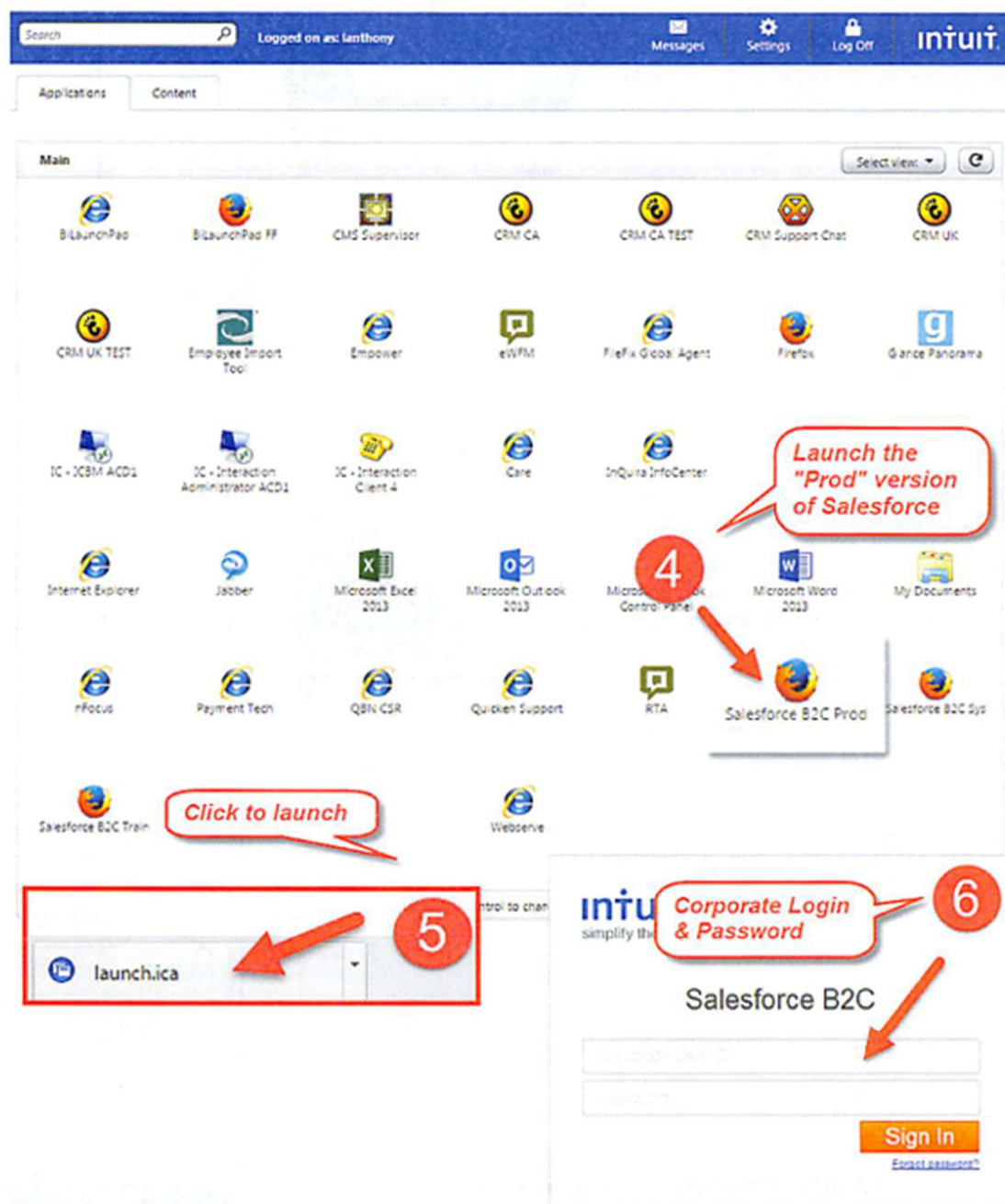
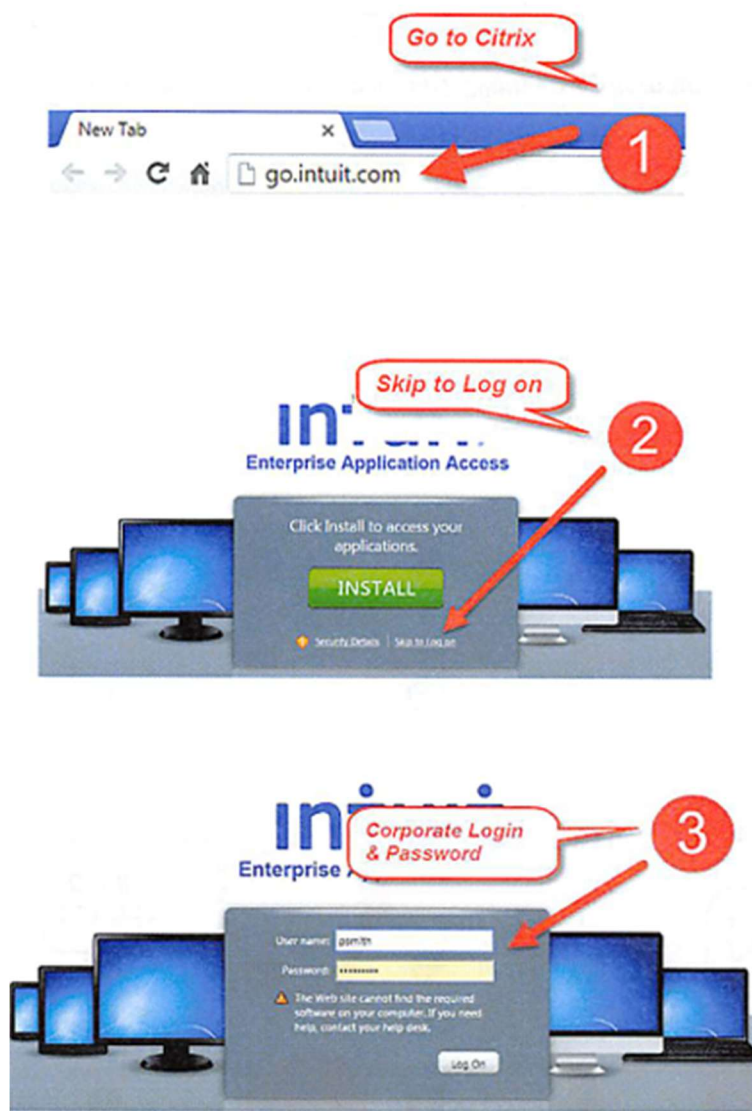


Daily Login Process



Search Logged on as: lanthony Messages Settings Log Off

Applications Content

Main

7

8

Launch IC Client

Follow Avaya Phone Log-in Instructions

Put yourself in "Available"

Hint: You can view your resources in several different ways. Use the Select view control to change the way that your resources are displayed.

Production Environment Avaya Phone

Interaction Client

Connection Options

1) Use Windows Authentication

2) User: bmc4797 (Example)

3) Password: *****

4) Save Password

5) Servers: inin-ecd01.intu.inin.local

6) Station Type: Remote Number

7) Remote Number: 3215031 (Example)

8) Persistent

9) Log On Cancel

- 1.) Windows Authentication: Uncheck
- 2.) User: Your Citrix User ID
- 3.) Password: Default is Intuit123
- 4.) Save Password: Check the box
- 5.) Server: inin-ecd01.intu.inin.local
- 6.) Station Type: Remote Number
- 7.) Remote Number: On the phone
- 8.) Persistent: Must be checked
- 9.) Click Log On.

Remote Number Location

The Remote Number will be found on the screen to your phone.

- Brick & Mortar Sites will have a 5 or 7 digit number.
- Work From Home will have a 10 digit number.

The number will go into the Remote Number box.

Interaction Client: .NET Edition

File Edit View Options Help

Number: Make Call

My Interactions Call History

Queue	Name	Number	Duration	State	Interaction...

Pickup Hold Note Transfer Voicemail Disconnect Listen Internal Chat

My Status: End of Shift 1 Day 18:44:57 Set status details

Company: Project Available On Break At Lunch Research In a Meeting

Last Name: ment

Viewing contacts 1 to 25 of 12,218 Previous Next

Dial Business Mobile Business Camp Transfer Properties

Ind0314C1ac04 WS3652331

Primary Server

inin-ecd01.intu.inin.local

Having trouble logging into IC Client - try Alternative Server:

Alternative Servers

IND0314AC04

EWRAQ06C1AC04