

# Utilizing CC Client Phone



**The purpose of this training is to instruct on how to navigate and utilize the CC Client Phone platform.**

**When you are done with this training, you will be able to:**

- Navigate and utilize the CC Client Phone dashboard.
- Navigate and utilize the CC Client Phone widgets.
- Answer calls on the CC Client Phone.
- Answer SMS messages on the CC Client Phone.
- Handle simultaneous requests on the CC Client Phone.



CC Client Phone Overview



Understanding the CC Client Dashboard

# CC Client Phone Overview

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To access **CC Client**, navigate to [cloud.cptvoice.com/cc/cpt/](https://cloud.cptvoice.com/cc/cpt/).

Make sure to open the platform with **Google Chrome** or **Microsoft Edge Browser** for **optimal** use!

# CC Client Phone

Open with...

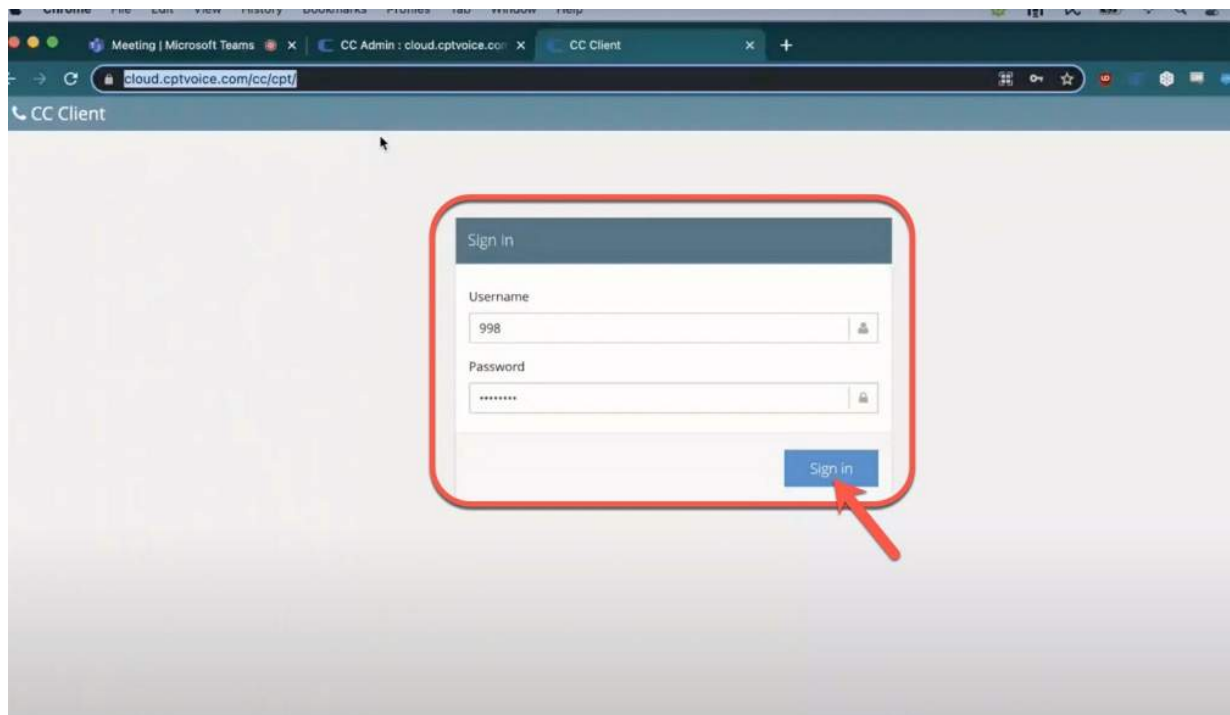


**Chrome  
Browser**

Or



**Microsoft  
Edge  
Browser**

A screenshot of a web browser window showing the login page for the CC Client. The browser's address bar displays "cloud.cptvoice.com/cc/cpt/". The page title is "CC Client". The login form is centered and contains a "Sign In" header, a "Username" field with the value "998", a "Password" field with masked characters, and a "Sign In" button. A red rectangle highlights the entire login form, and a red arrow points to the "Sign In" button.

Meeting | Microsoft Teams x CC Admin : cloud.cptvoice.com x CC Client

cloud.cptvoice.com/cc/cpt/

CC Client

Sign In

Username

998

Password

\*\*\*\*\*

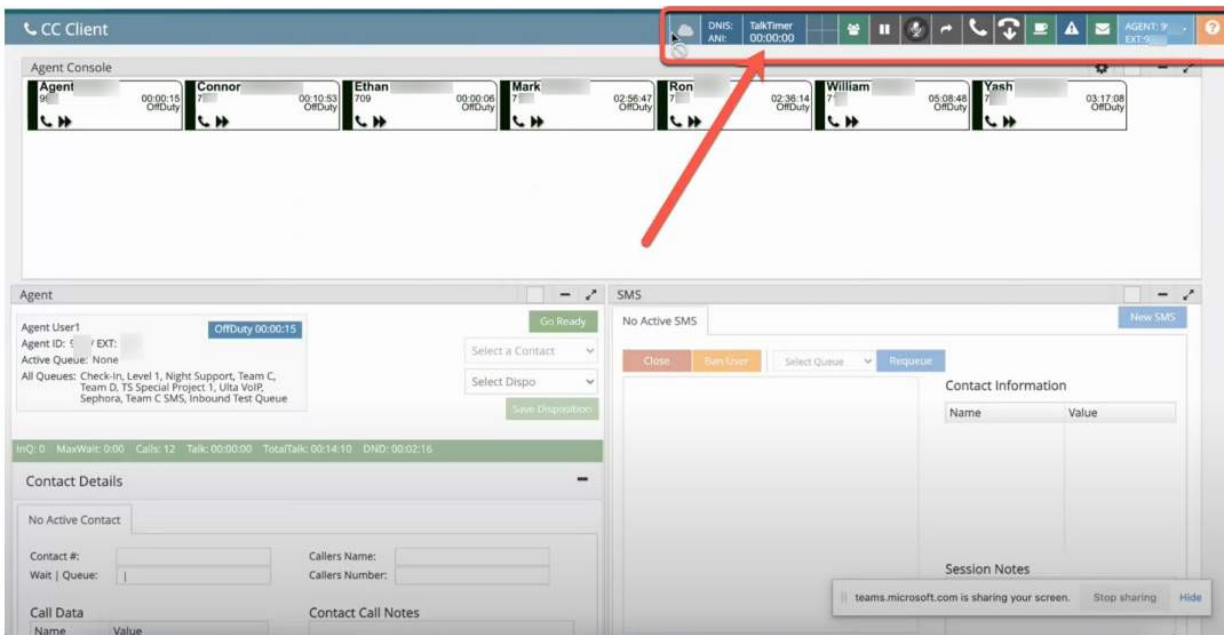
Sign In

The login page will populate.

Enter your username and password credentials and select "Sign In."

These credentials will be provided during the onboarding process.

# Understanding the CC Client Dashboard



After logging into CC Client Phone, the CC Client Phone home page will populate.

The dashboard will occupy the top right side of the page.

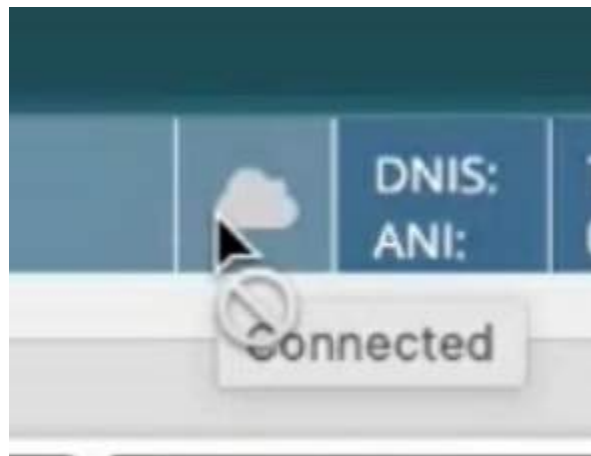
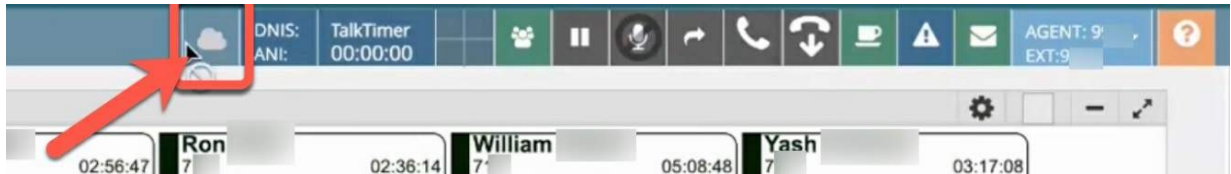
The Dashboard houses all of the important action icons.

## Connectivity: Cloud Icon

The first icon on the dashboard is a cloud.

This **cloud icon** shows your **connectivity status**.

**Hover the cursor** over the cloud icon to **display your connectivity status**.



When connected to the queue the cloud icon appears gray or white.

If the cloud icon appears **red**, the phone is **NOT** connected to the queue.

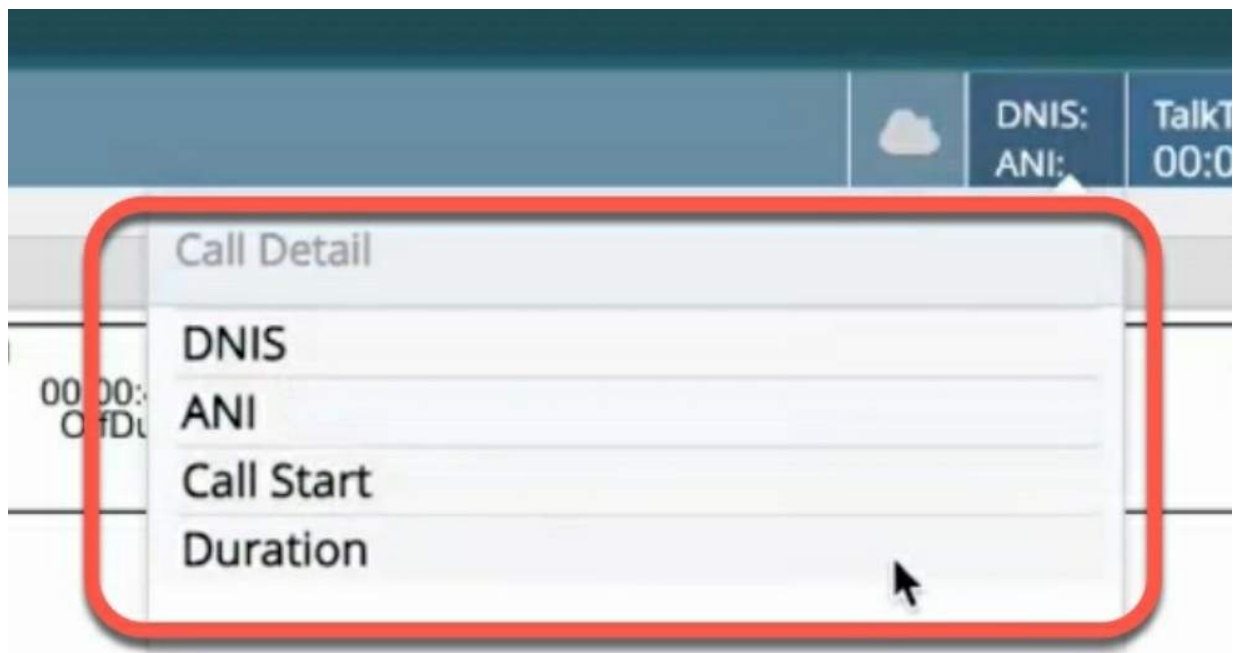
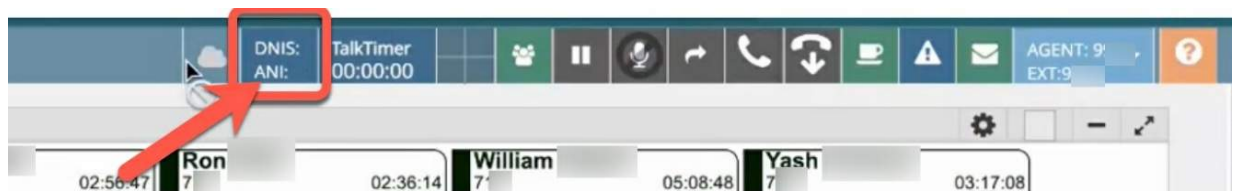
If the phone is not connected to the queue, troubleshoot by:

- Refreshing your page.
- Logging out and Logging back into CC Client Phone.

If the phone is still unable to connect, please contact your supervisor.

## Call Details: DNIS & ANI

The **next section** of the dashboard will display the letters "DNIS:" & "ANI:."



Selecting this box will display call details for the **current queue** call.

The call details displayed will include:

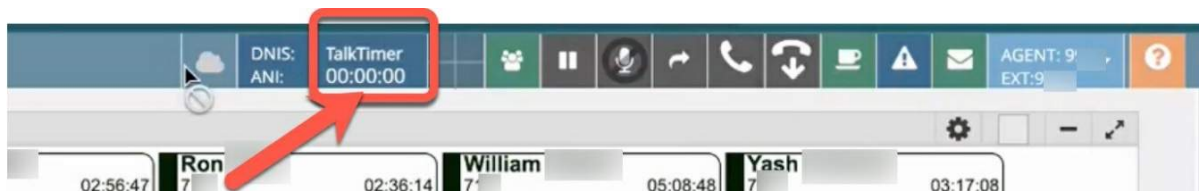
- **DNIS**- The queue number the customer is calling into.
- **ANI**- The phone number the customer is calling from.

- **Call Start**- The time the call started.
- **Duration**- The total duration of the call thus far.

## Talk Timer

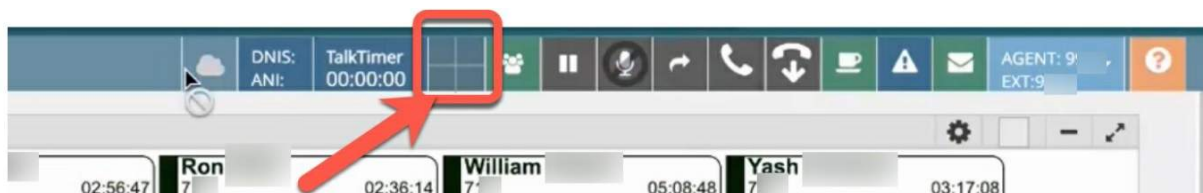
The **Talk Timer** section of the dashboard will display the duration of the current call in a stopwatch-style function.

**Important Note:** Viewing the Call Details: "DNIS & ANI" during a call will cause the Talk Time to automatically change to Hold Timer and display the current hold duration of that call.

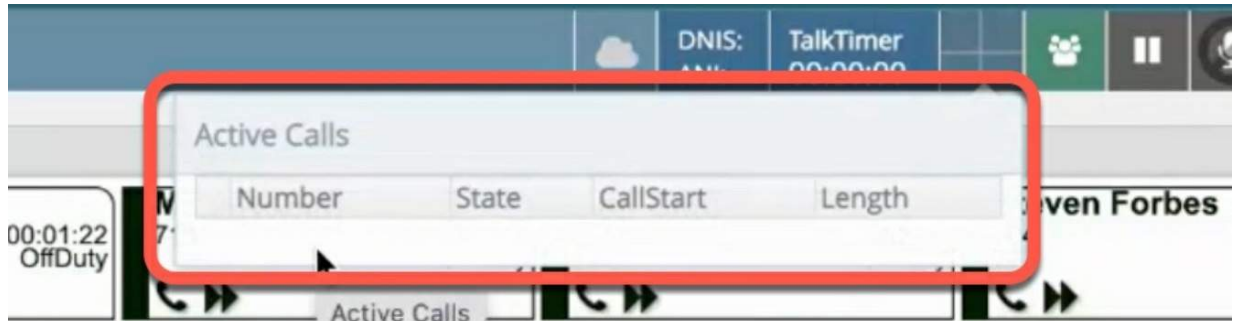


## Active Calls

The next section of the CC Client Phone dashboard will display a **two-by-two** array of squares.







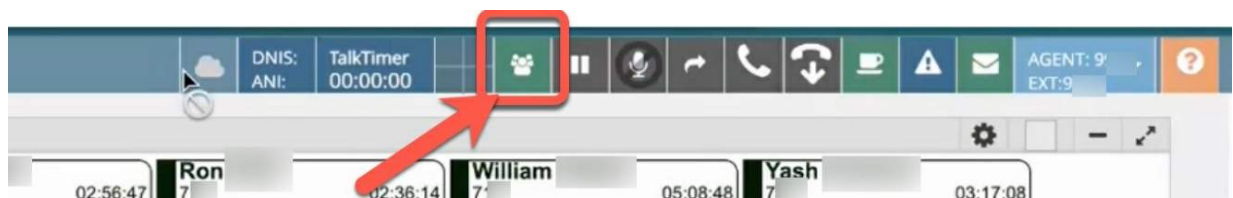
This icon will display all of the active calls.

Each box will display icons for each call active in the queue.

By selecting this icon, more information on the active calls will populate.

**This information includes:**

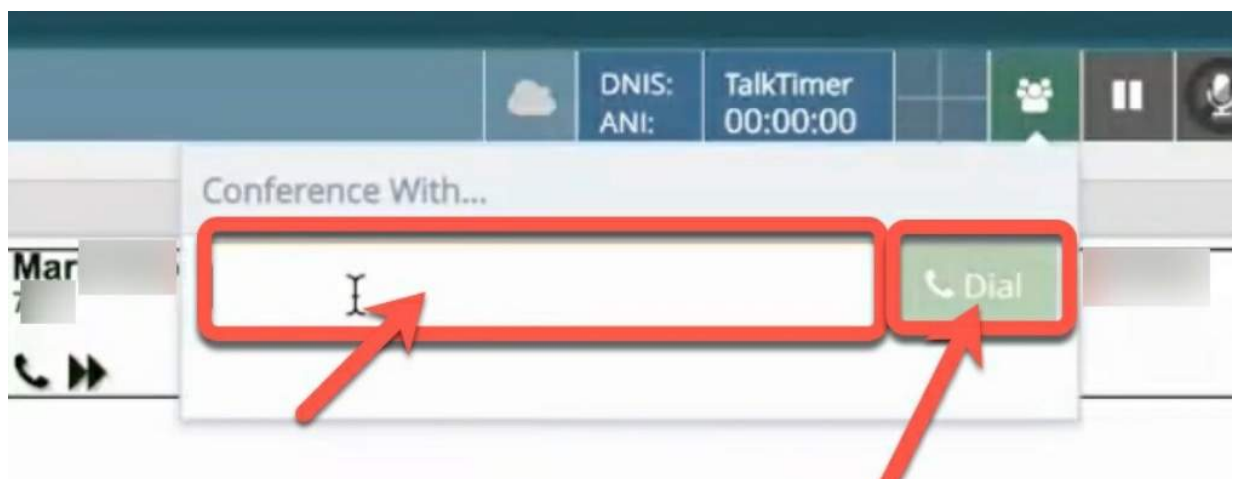
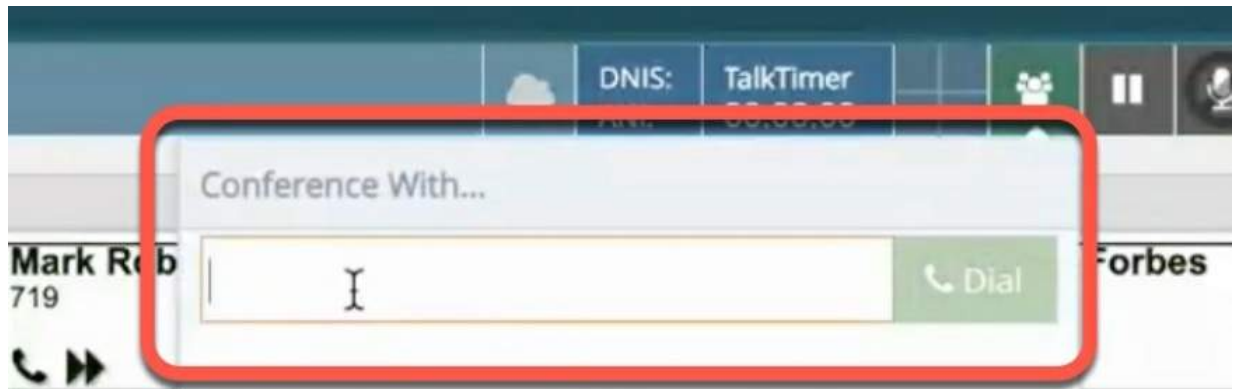
- Phone Number
- State of the Call's Origin
- Call Start Time
- Length of the Call



## Conference Calls

The dashboard icon displaying a group of people is used for making conference calls.

By selecting this icon, the system will **conference another individual** into the **current call**. To do this, first, select the icon, and a "Conference With..." pop-up box will appear.



Next, **enter the ten-digit phone number** and **select dial**.

**Pro Tip:** Enter other colleagues' queue numbers or CPT extensions to conference them into a call.

The system will **automatically** place the **primary call on hold**.

To **merge** the **calls** select **"Complete Conference."**

The system will also **allow** an **individual to leave** a **call** and **keep** the **other participants connected** by **selecting "Leave."**

A conference call can be **ended completely** by **selecting "End."**