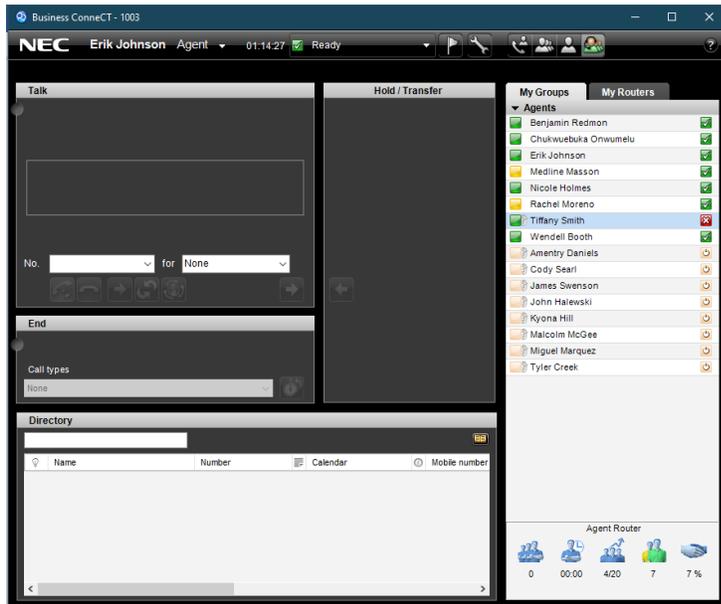## Business Connect (BCT)

You will connect to BCT via the screen below. It automatically logs you in when launched. Credentials are verified with Active Directory:

BCT is needed to answer calls in queue and supports all the call center functionality.

You can place yourself in ready, not ready (work), break, lunch, etc.

You can see the entire list of agents in your remote group as seen above.

How to answer a call:

The phone starts ringing and a marble representing the call appears in the Talk-zone.

- To answer the call click the 'Answer call'-button ( ) or lift the handset of the phone.

How to make an outbound call using the computer keyboard:

1.) Enter the number using the computer keyboard.
2.) Press the Enter key of the numeric keypad.
3.) Your telephone will ring or switch to hands free mode.

How to put a call on Hold:

During a conversation click the 'Hold'-button ( ).
You can now make another call.

How to retrieve a call on Hold:

- Click the 'Retrieve'-button ().

How to switch between the current call and a call on hold:

- You are connected to a caller and there is a party on HOLD.
- Click the 'Shuttle'-button () or press the plus key (+) of the numeric keypad of your computer keyboard.

How to transfer a call:
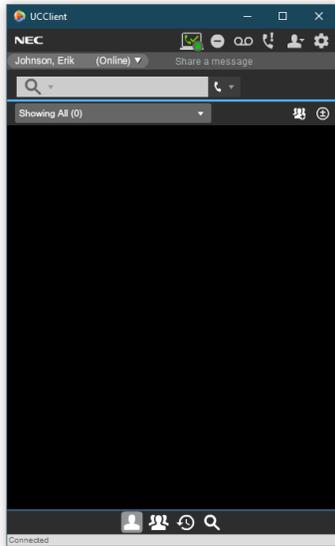
Click the Transfer button:

How to end a call:

 End or reject a call

UC Client

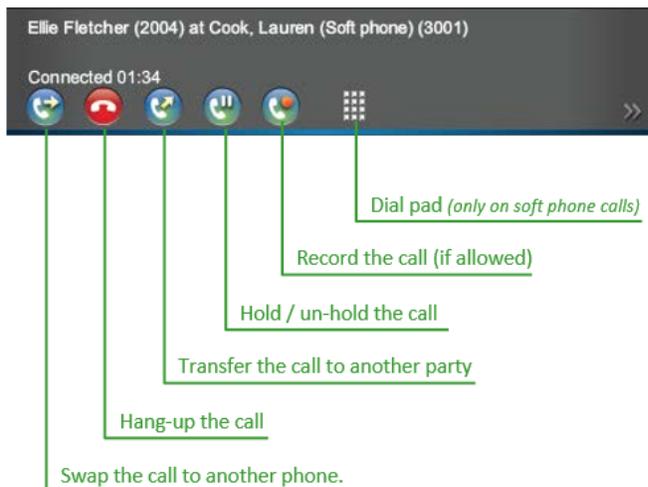UC Client is part of the softphone system used by Remote workers in CRST Home Solutions:

UC Client will automatically log you in when you launch the program, and you will see the following:

Much like BCT, UC can perform some of the same functions when on a call:

Presence Status

Your presence automatic reflects what you are doing (**Online**) or you can manually choose from one of the following by clicking on the **status drop down** that appears by your name at the top of the UC Client ▼

■ Online

Away

Be Right Back

Busy

Out To Lunch

Out Of Office

In a Meeting

Appear Offline

UC Client Ring Tone

When someone calls you the UC Client will notify you of the incoming call (regardless of which devices are ringing).

1. From the **UC Client** click on Preferences ⚙
1. Click **Preferences**.
2. Click **Alerts**.
3. Choose an "**Audible Call Notification**" from the list, or choose your own from your music collection.

Exiting the UC Client

1. From the UC Client click the status drop down ▼
2. Select **Exit**.