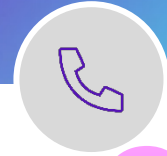


WebAgent login and availability

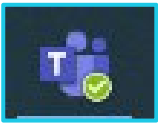


Anywhere365 Cloud Contact Centre

Login to WebAgent with your Anywhere365 credentials, select your skills and queues. Change your status and apply suitable reason codes to manage your calls in Teams.

Starting Microsoft Teams

To start up Teams, click on the Teams icon. All calls are made using the Teams Calling softphone, your availability status within Teams is also important for call handling.



Login WebAgent

1. Depending on your system configuration, open the WebAgent in a new internet window and login using your Anywhere365 enabled account.

2. Select: [Anywhere365 WebAgent](#)
3. If a username is required, it will be prompted after you have clicked 'Sign in'.

4. Auto login options may be programmed.

Informal Agent

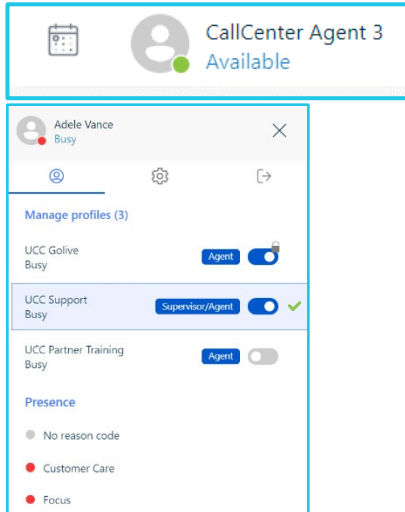
An informal agent will be automatically logged into the associated skills and queues programmed for you. Ensure your Teams Presence Status is set to available or busy to manage calls.

Formal Agent - Login to the UCC (Unified Contact Centre)

As a formal Agent you will manually 'Sign In' to each of your skills or queues, then make yourself available from the Teams Presence Status.

WebAgent profile

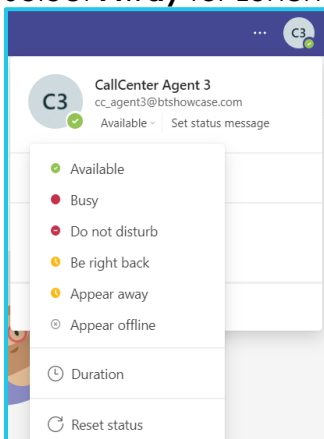
1. Click on your profile on the top right of the screen.
2. Select the toggle to log into available queues.
3. Or select **Manage Profiles**.
4. Toggle the state to sign in each skill or queue individually.



Change availability

To accept calls you must manage your 'Available' status from the Teams user profile.

1. Click on your Teams user profile icon.
2. Select the available drop-down list.
 - o Select **Available** status to be able to receive calls from the Contact Centre queues.
 - o Select **Busy** status when not available to take calls.
 - o Select **Away** for Lunch or Breaks.



Reason codes – WebAgent

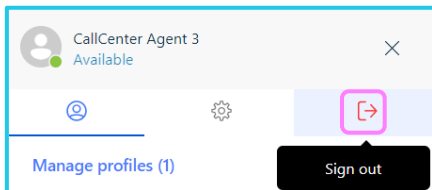
When you change your availability in Teams, you also need to apply a reason code in the WebAgent profile.

1. Click on your profile icon.
2. Select the reason code under **Presence** that you want to use.
3. Don't forget to make yourself available after your break.



Signing out

- **Status:** make yourself unavailable from Teams profile.
- **Reason Code:** choose a reason code from the WebAgent profile.
- Toggle each queue or click the **Sign Out** icon from your WebAgent profile.



Learn more

- [Management tools >](#)
- [Call handling and transfer >](#)

Discover more at the [BT Support Centre >](#)

