Auto Dialer Sign-In Directions

- 1. Click the "Dialer" button. (3rd Button on the bottom of your QCS.)
- 2. Enter Username & Password. (Add a space after each if doesn't work.)

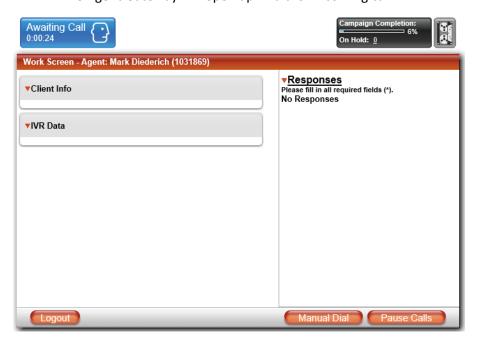
Agent Login Welcome. Please login into your TCN Agent Account below by entering in your Username and Password. If you do not have an account or need more information, please request a demo.



3. The dialog box below will pop-up, Follow the Directions



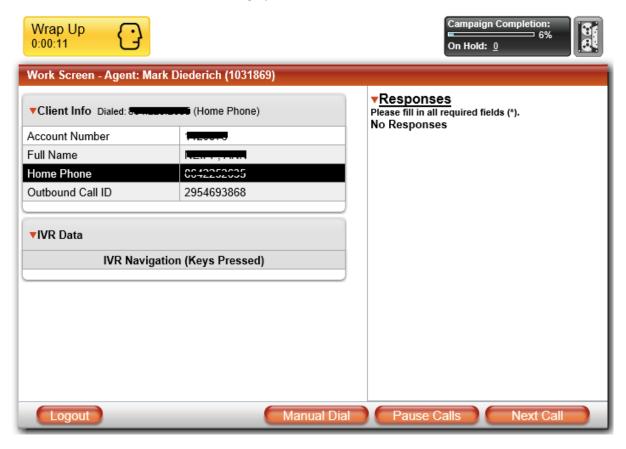
4. The Agent Gateway will open up. Wait for incoming call.



Auto Dialer – Receiving Calls

- 1. When you receive a call make sure you are speaking to the Debtor! The "Full Name" field will show the name of the Debtor.
- 2. Most time the Dialer open the account automatically.

 If not, use the account # to bring up to DTR # via QCS Search



- 3. Once the call is completed you will enter Wrap-up.
- 4. Finish any PMT Plans or notes needed & mark-up the acct.
- 5. Then Click "Next Call" to indicate you are ready for your next call.
- 6. Click "Pause Calls" only if you need to use the restroom or have a scheduled break.
- 7. Logout after your supervisor informs you the campaign has been stopped.

Note: Press End Call from your Agent Gateway to end calls.

If you end the call from your phone, you will be disconnected & will have to log back in!!!

You may want to put on post-it note over your phones end call button to remind not to push.