

# Auto Dialer Sign-In Directions

1. Click the “Dialer” button. (3<sup>rd</sup> 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](#).

Username:

Password:

Submit

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


**Dial In** ✕


To start your TCN Live Connect Agent Session:

- 1 - Dial: 866.594.6317
- 2 - Enter PIN #: 785 095
- 3 - Enter Pass Code: 667 704
- 4 - Follow any voice prompts.

Help

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

Awaiting Call  
0:00:24 

Campaign Completion: 6%  
On Hold: 0 

**Work Screen - Agent: Mark Diederich (1031869)**

▼ Client Info

▼ IVR Data

▼ Responses

Please fill in all required fields (\*).  
No Responses

Logout


Manual Dial

Pause Calls


# 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

Wrap Up  
0:00:11



Campaign Completion:  
6%  
On Hold: 0



Work Screen - Agent: Mark Diederich (1031869)

▼ Client Info Dialed: 6-422-52635 (Home Phone)

Account Number	1120070
Full Name	MARK DIETRICH
Home Phone	6542252635
Outbound Call ID	2954693868

▼ IVR Data

IVR Navigation (Keys Pressed)

▼ Responses

Please fill in all required fields (\*).  
No Responses

Logout

Manual Dial

Pause Calls

Next Call

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.