

Introducing our new omnichannel contact center platform...



TWILIO FLEX

LOGGING IN AND OPENING TASKS

Your username will be in first.last@chhj.com format.

Your password will be synchronized with MSOffice, Hunkware, etc., just like CISCO previously.

After successfully logging in, you must click on the stacked icon on the left-hand side of your screen to open your tasks panel. The tasks panel is where all of your leads will be accessed.

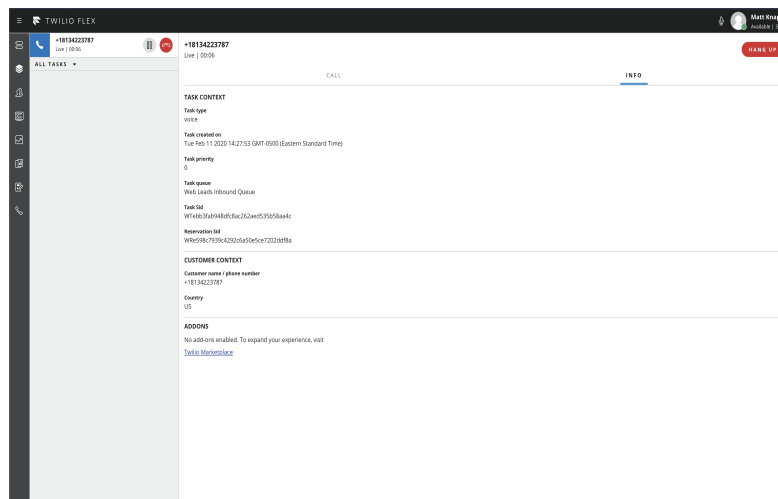
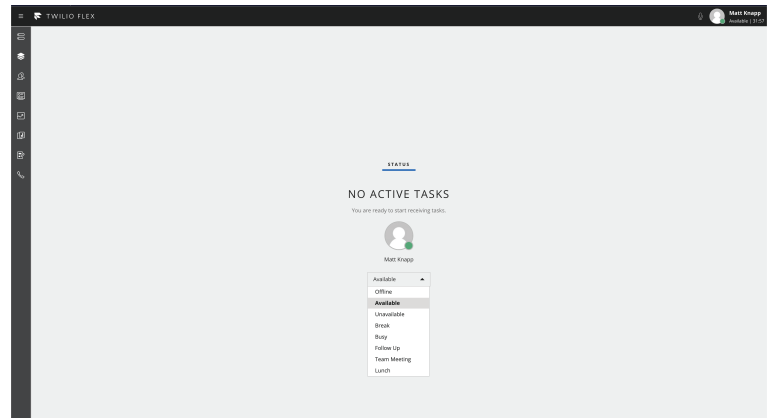
INITIATING OUTBOUND CALLS

When you open the Twilio homescreen, you will be in “unavailable” state. Like with CISCO, you must change your state to “available” using Twilio’s drop-down menu.

Once in available, Webleads coming into the queue will populate in the top left corner of your window as “tasks.” Each individual weblead is identified as its own task in Twilio.

From the time that the task becomes visible, you will have just 10 seconds to accept the lead.

If you do not accept the task in time, your status will be changed to “Offline,” and you must change back to “Available” to receive new webleads.



Once you accept the call, Hunkware will automatically open in a new tab, and the client’s information will populate as shown to the left. You have 15 seconds to review this information; after 15 seconds, Twilio begins to call the client.

From this point on an outbound call you should be working in Hunkware until it is time to terminate the call.

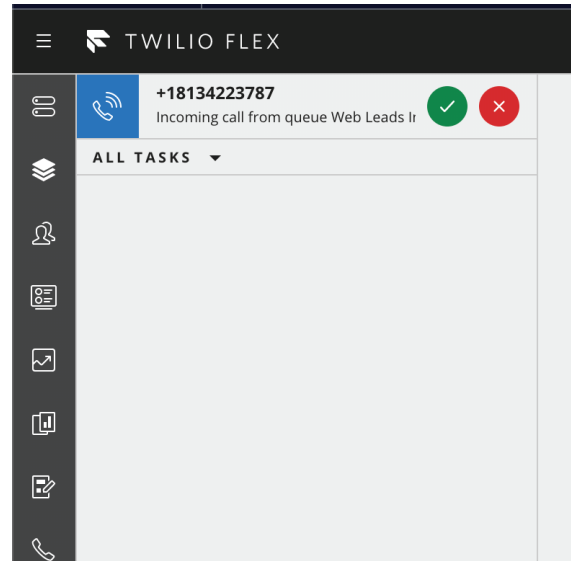
CONTINUED ON REVERSE...

INITIATING INBOUND CALLS

One of the features of the Twilio platform is that outbound calls will always appear with the same number on caller ID's. Clients can return calls by using this phone number, and be placed into a separate queue that is only answered by outbound agents.

These calls appear as tasks just like weblead calls do, pictured to the right. The text below the phone number will indicate that you are answering an inbound call. Agents will only ever be working on one call at a time.

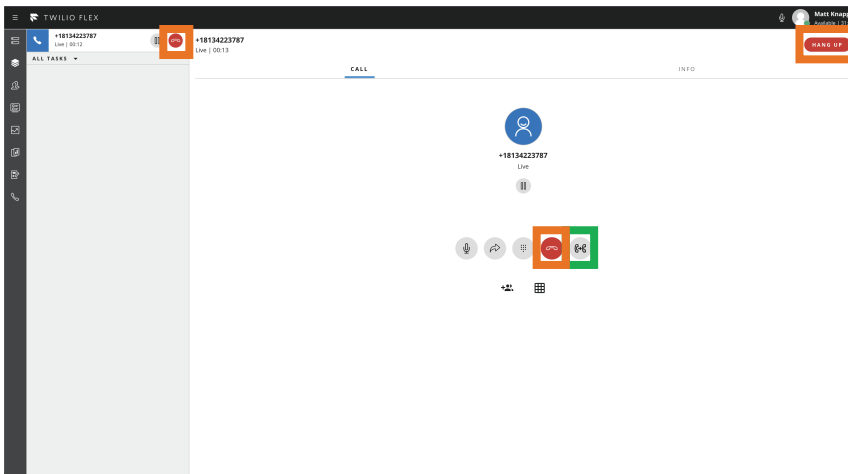
The phone number for outbound is **855-340-9128**.



TERMINATING AND TRANSFERRING CALLS

There are three different buttons that can be clicked to terminate the call, which are indicated in orange in the screenshot to the left. All of them work the same way and will immediately disconnect from the client when clicked.

To transfer a call to customer service, click on the button indicated in green to the left. The computer will prompt you to be sure you want to transfer the call. Clicking "yes" will lead to the call immediately being cold transferred to Jamaica.



MISCELLANEOUS NOTES

- Hunkware populates tabs when you answer a new call. If you accept a new call, and still have a client tab open, the next client's information will populate in the existing tab.
- You can only transfer inbound calls to customer service. Twilio cannot transfer calls to customer service that start as webleads.
- When manually dialing numbers for outbound, you will not need to dial 9 first. Enter any phone numbers when placing an outbound call manually in 10-digit format (1-xxx-xxx-xxxx).

REFER ADDITIONAL QUESTIONS TO YOUR SUPERVISOR OR MANAGER.