

OVERVIEW

This is a step by step guide for an agent changing their phone number in CCA. This process changes the number in CCA to allow an agent to take inbound calls and make outbound calls from the phone number it is switched to.

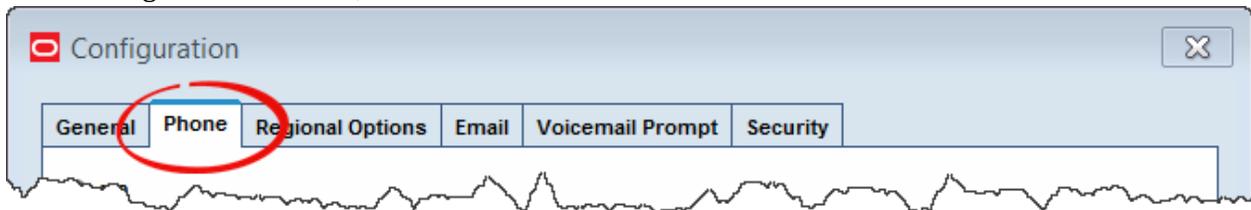
PROCESS

1. Log in to CCA.
2. Click on the "Configure" icon at the top right of the application.

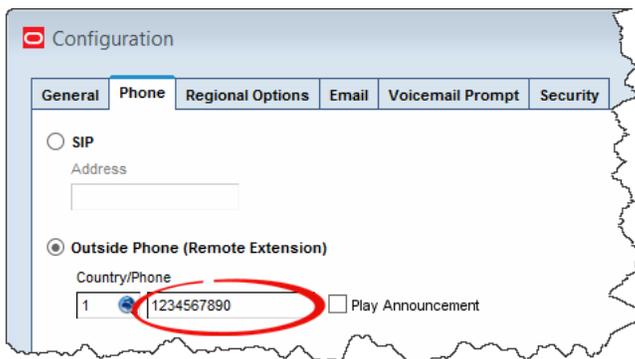


The "Configuration" window should open.

3. In the Configuration window, select the "Phone" tab



4. On the phone tab, enter the new phone number in the field below the "Outside Phone (Remote Extension)" selection.



IMPORTANT NOTES

The phone number entered must be

- 10 Digits
- No Spaces, dashes, parentheses, etc
- A direct number to the phone used by the agent (No extensions, shared numbers, etc)

5. In the Configuration window, click "OK"

