



COVID-19: Return to Office - VCCD Login Job Aid

Virtual Contact Center Desktop (VCCD)
Login Instructions

OmniChannel is advising all VCC users to continue logging in with the VCC Softphone station type as individuals move back to the office. This guide provides steps for:

1. Verifying your network connection.
2. Connecting your USB headset.
3. Logging into VCC Desktop.

Step 1 – Verifying your network connection:

- Assumptions:
 - o Your PC (laptop or desktop) has been started, and you've logged in.
 - o Network connection has been established.
- Verify your UHG network connection by accessing the hub - <https://hub.uhg.com/>. If you receive an error connecting to the hub that must be resolved by contacting the Technology Solution Center before proceeding.

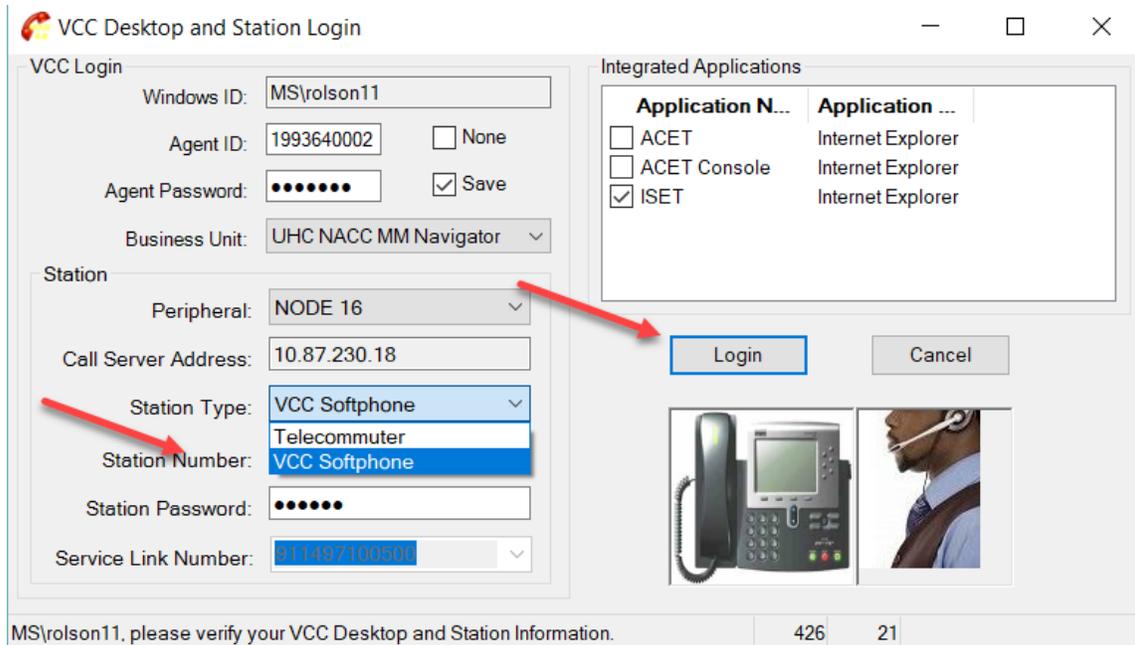
Step 2 – Connect your USB headset:

- Connect your headset into the USB port of your PC.
- The front of a HP Elite Desk (Mini Desktop) is illustrated below. Additional USB ports exist on the back. USB port location may vary based on your PC type.

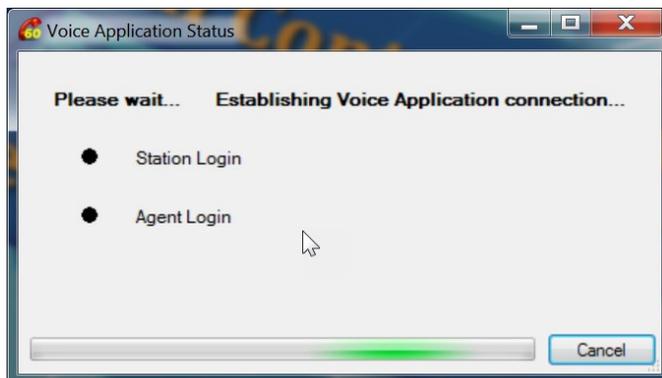


Step 3 – Log into VCC Desktop:

- The fields below should be pre-populated for existing users based on your last login information. If these are blank see the appendix for steps to populate the fields.
- In order to log in using VCC Softphone change the Station Type from Telecommuter to VCC Softphone as shown in the illustration below.
 - o Note – the Service Link Number field becomes greyed out as this input parameter is not required when logging in with the VCC Softphone station type.
- Click “Login” as normal to complete the login process.



- After pressing the Login button, VCC desktop will go through its login process and you will hear two beeps in you headset to confirm a successful login.
- As the application logs in you may see several windows appear such as Voice Application Status and Avaya one-X windows.





- From this point all call handling will be done within VCC Desktop as normal.

Troubleshooting Audio Issues:

- If you encounter audio issues after logging in (caller can't hear you, or you can't hear the caller) please see the following [Help Desk Knowledge Article](#) on configuring sound settings. Note – although the article references Genesys Workspace (WWE) the steps can be applied to VCC Softphone audio settings as well.
- **Incoming calls ringing to desk phone** – this will be encountered if the above steps are not followed, and the agent has logged into VCC Desktop using their SIP Service Link / Cisco Desk Phone. The reason this occurs is due to the PBX station settings required to support VCC Softphone. The user should log out of VCC Desktop and follow the above steps to log back in using the VCC Softphone station type.

Appendix:

Entering complete login parameter information as provided by your manager.

- This is only required if your login screen is not pre-populated with your last login information.
- See grid below for description of each login parameter.
- Remember to check the "Save" box, so your credentials are saved for subsequent logins.

VCC Login		
A	Agent ID	Enter assigned 5, 7, or 10 digit Agent ID (length is dependent on Peripheral node (D) selection)
B	Agent Password	Reenter assigned Agent ID (same as above) if 5 or 7 digits or last 7 digits if Agent ID is 10 digits long. TIP: Check Save for subsequent logins.
C	Business Unit	Please select: Select appropriate business unit name from drop-down as provided by manager.
Station		
D	Peripheral	Please select: Select appropriate node number from drop-down as provided by your manager.
E	Station Type	Telecommuter (default selection) ** Select VCC Softphone if logging in via Softphone.
F	Station Number	Enter assigned 5, 7 or 10 digit station number (length is dependent on Peripheral (D) selection)
G	Station Password	Enter 123456
H	Service Link Number	This field is greyed out if logging in with VCC Softphone station type. Enter 9 followed by the service link line displayed on your Cisco desk phone or Cisco WAH kit. If you have a business line at home, enter 91 , followed by your 10 digit phone number.
I	Integrated Applications	Check box only if an application appears in the display box and you've been instructed by your manager to select.