



Before you get started, you must know your company's account ID and your own username and password. If you do not know this information, contact your system administrator or Telesystem for details.

My Unique Account Information:

Account ID: _____

Username: _____

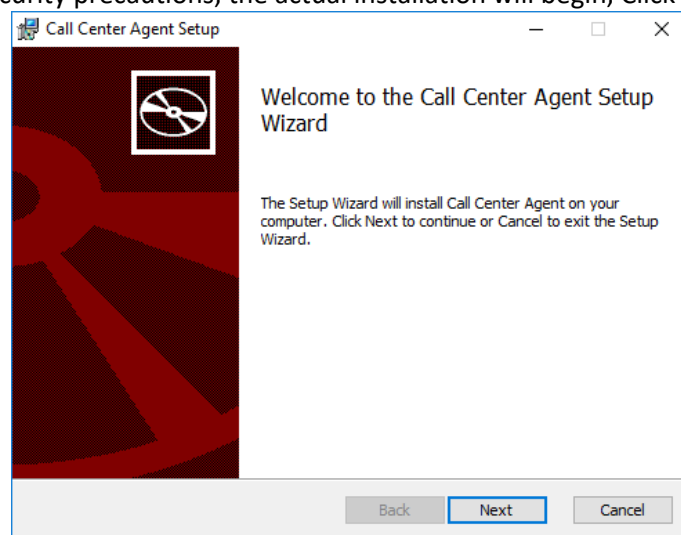
Password: _____

System Requirements

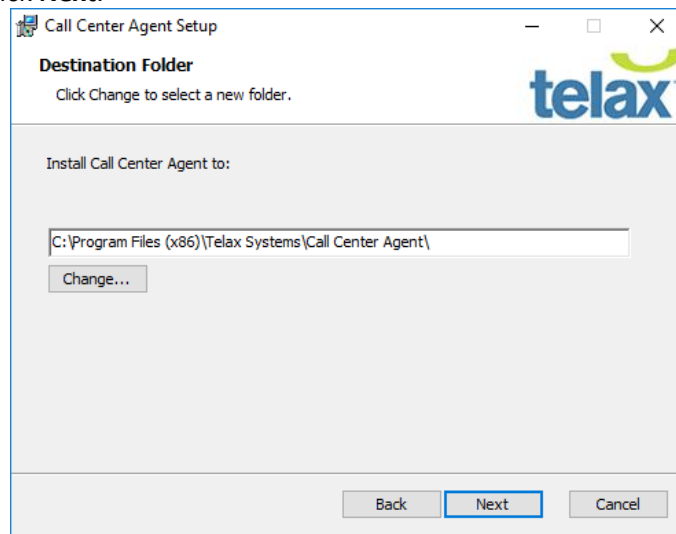
- A personal computer with at least a Pentium CPU running at 1 GHz or more
- At least 512 megabytes (MB) of memory Software
- Microsoft Windows 7 or above
- Microsoft .NET Framework version 4.6 or higher

Installing the Agent Software

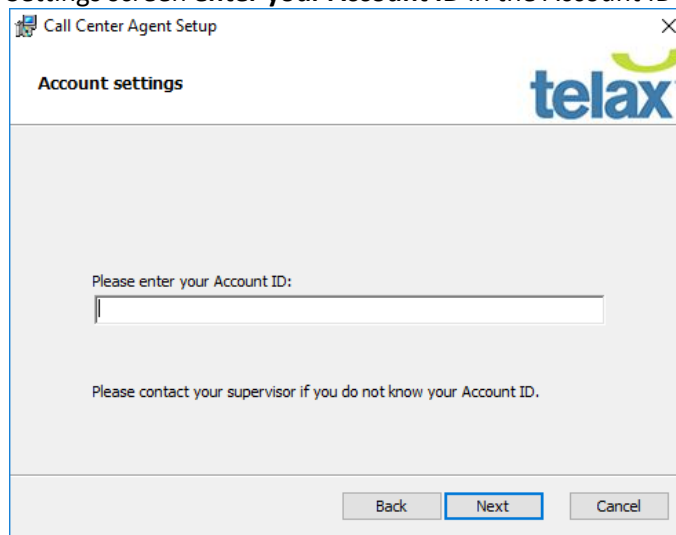
- Visit the omni channel contact center page at <https://www.telesystem.us/omni-channel/> for the current agent software.
- **Click** on the download link to start the download.
- When the file has downloaded, choose **Run/Open** depending on your browser.
- Depending on your organization's network security settings, you may have to verify the download one or more times before or during the installation. Whenever you see a security warning about installing the software, click the **Run/Yes/OK** option to allow it. The software is safe to install.
- After all the security precautions, the actual installation will begin, Click **Next** to continue.



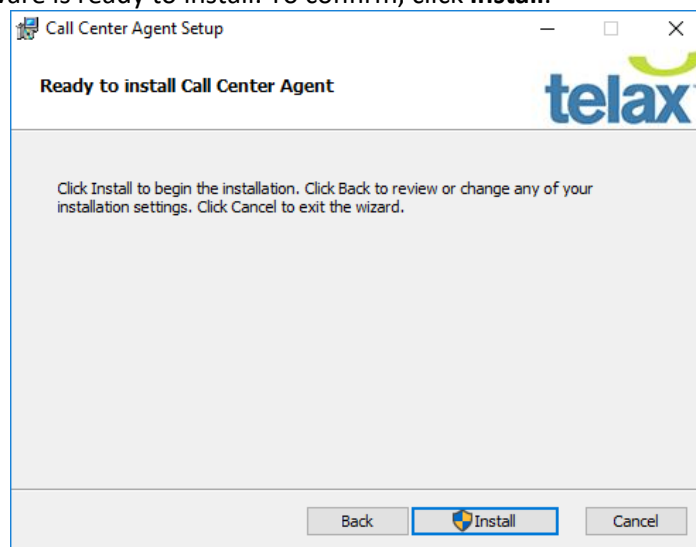
- At the next screen you will have the option to specify where to install the software. Modify this setting if needed then click **Next**.



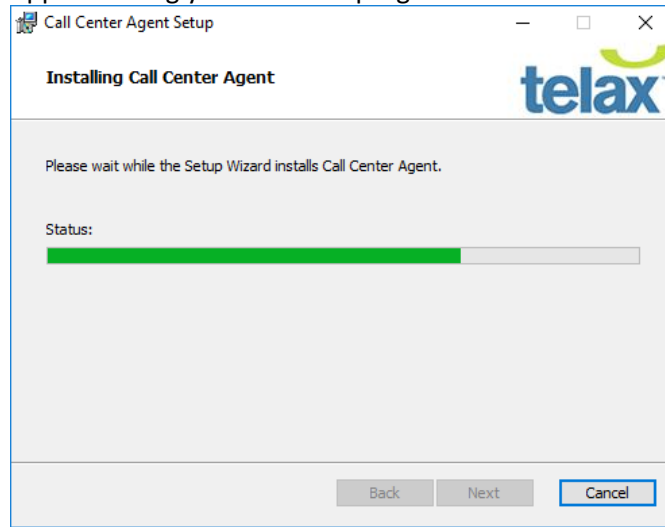
- At the Account Settings screen **enter your Account ID** in the Account ID field then click **Next**.



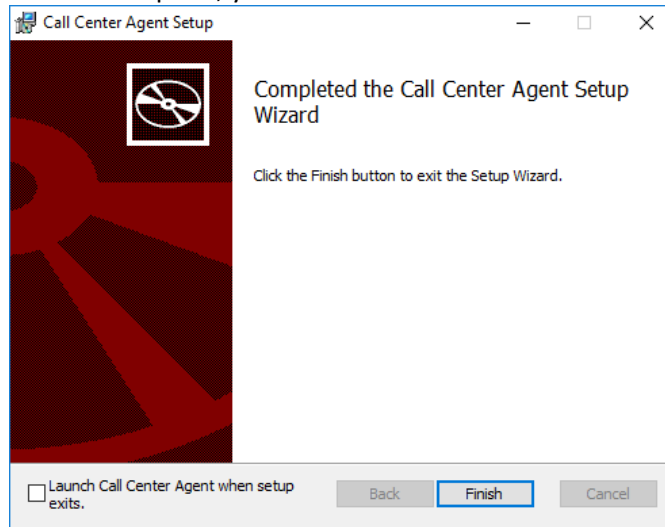
- Now the software is ready to install. To confirm, click **Install**.



- A status bar will appear letting you know the progress of the installation.



- When the installation is complete, you will see the next screen on which you can click **Finish**.



- The Call Center shortcut can be selected by clicking on its desktop shortcut or the start menu program. Use your assigned **username** and **password** to sign in.

