

NexTalk

Access Contact Center Quick Reference Guide

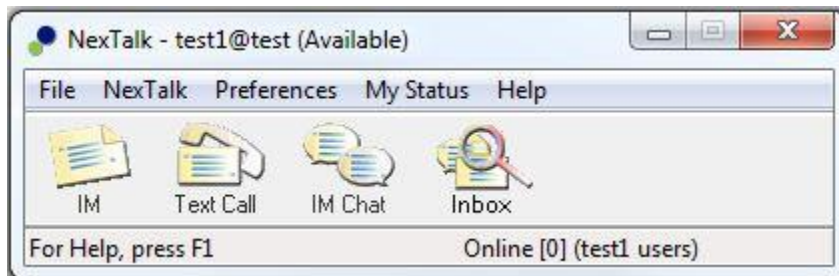
Log on process

Logon to your computer as normal.

1. Double click the Access shortcut from the desktop
2. You will see the Login screen for NexTalk. Enter the User name and Password assigned to you. (if it is your first time logging into the system, you will need to enter the Domain and IP address provided to you by your manager)

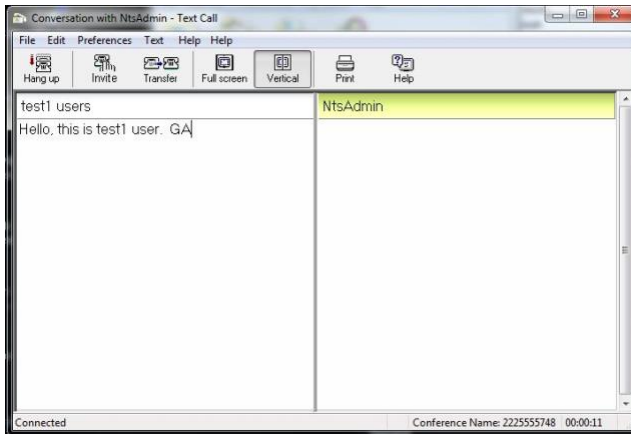


3. Once you have entered your password you may select remember password and it will automatically remember your credentials.
4. Once you are logged on you will see the NexTalk client tool bar and you are ready to take a call. (your client may look slightly different based on permissions)



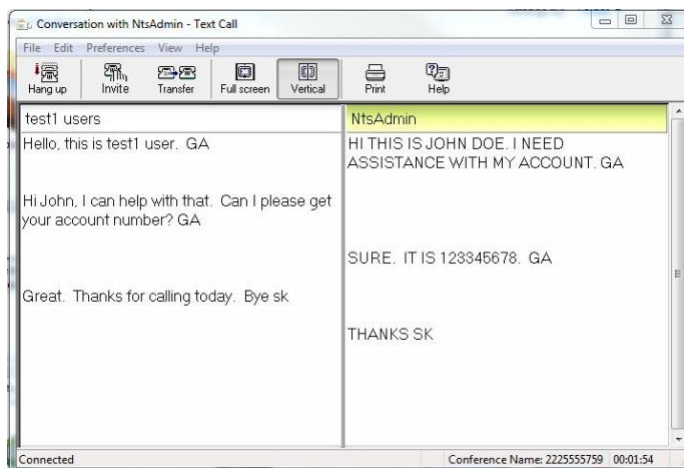
Receiving Calls on the NexTalk Access Client.

1. The TTY call will be presented to you just like a normal voice call. But you will hear an audio message on your headset/handset that says “You have a TTY call. Please enter your user code followed by the # sign.” At that point, enter your assigned user code and # sign in your handset/soft phone.
2. The NexTalk application will then automatically connect you with the TTY caller and send the greeting to the TTY caller for you. Your phone will be connected to the ACD but you will get “dead air”. **It is important to keep the agent’s phone off hook for the duration of the call. If you hang up, the TTY caller will get disconnected.**



Proper Procedure for TDD Conversations

1. Wait for the caller to respond since our system has already sent out your greeting.
2. It is important that you finish your sentences with a GA. Otherwise, the caller will not know that you are done typing.
3. Once the conversation is finished, end the conversation with SK and click the “Hang up” button. Your handset/softphone will automatically hang up and you are now available to take another call.



Calling a TTY Device

1. From the NexTalk taskbar, click “Text Call”
2. When the “Place a Text Call” window pops up, type in the TTY phone number and hit the “Call” button.

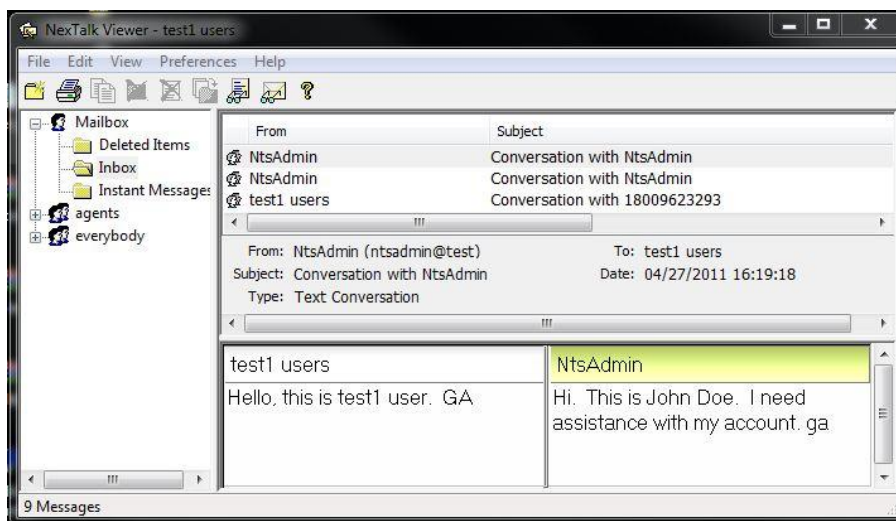


3. When the call is answered, the TTY user will initiate the greeting and you may then identify yourself and continue the call. Remember to finish your sentences with GA and end the call with SK.

Checking on Messages

NexTalk automatically saves all conversations once the call has ended. To view those conversation follow the instructions below.

1. From the NexTalk taskbar, click “Inbox”
2. The NexTalk View will pop up. From that window you can scroll through the saved conversations from your Inbox.



Proper TDD Language

Many TTY machine do not have the ability to send characters such as question marks or to back space text typed. These are some conventions used in TTY conversations.

GA This stands for Go Ahead. You will use this when you finish typing so the caller will know it is okay for them to type, and they will do the same.

QQ You will see this at the end of a sentence showing for a question.

Hld This stands for hold. Type this if you need to put the caller on hold for any reason but do not type GA after this. You can just start typing again once you are ready.

XX This is used when a mistake is made and word will be rewritten.

Bye to SK or GA to SK At the end of the conversation this is used to say “I’m through with the conversation, unless you have something to add.”

SKSK or SK This will be for when you are ready to hang up. You may use it to end call or the caller will use this to signal that they are ready to hang up.

For Technical assistance:

Email: support@nextalk.com

Phone: 801-274- 6001