

QUANTRAX CORPORATION INC.



Adding a New Agent

Overview

- Create RMEX User IDs
- Create Collector Codes
- Create Valid Extensions
- Add Agents to Hunt groups
- Verifying New Agent

Creating User ID

System Security

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User ID          COLLECTER          Name COLLECTOR
Companies        99          All (Y)
                  Some(I)
Areas            Security          Control files          Client updates
(Select with "Y") Client inquiry          Coll.updates-YTW      Collector inq.
Payment entry          Account updates      Y Client stmts.
Special opt.          Client reports
Other reports          Month/Year-end      Coll. reports
Acct.processing      Y Nightly process          Letter formats
On-line client
Menus            System control          Management          Payments
(Select with "Y",   Daily ops.            Acct.processing      S Inquiry          Y
or "S" for the      Special options
starting menu)      Month/Year-end      Client stmts.          Periodic rep.
Main menu            Custom mods.          On-line client
Custom menu
Close accounts (YCN) Special authority (A-Z) On-line client (Y)
Access legals (Y,P) User is a collector (Y,S) Y Cost factor (%)
Acct.viewed note-N
F1-New selection F3-Search F4-Remove record F6-Duplicate Menu Delete 'D'
  
```

Creating Collector Codes

Collector Update

Company name 2 Owe Us Collections
 Collector code DF
 Collector name DEFAULT COLLECTOR
 Search name _____
 Working name _____
 Phone numbers 1) 888 123 - 4567 2) _____ - _____ Dialer CLI (b,1,2,3) 1
 Bar code (Attny) █ Owner/Worker for Smart Code override (Y) -
 Case limit 2 \$.00 Balance range .00 to .00
 Split percentage 100.00 % Linking options (N,b,S,L,X,0-9,C) X
 User ID PAT Legal (Y) - Pre-legal only (Y) -

Active cases	0	Active amount	996.59-
			M-T-D activity by
	Month-to-date	Year-to-date	all users
New cases	0	0	Attempts 1
Amount placed	.00	.00	Pos.Contacts 0
Payments	.00	.00	Other contacts 0
Commission	.00	.00	Other activity 0
			Promises 0
Status report description _____			Promise \$.00

F1-New selection F3-Search F7-Exit

Delete 'D' _____

Creating Valid Extensions

Valid Extensions

8/08/2012 11:07:53

System: S10E9B6C

Position to _____ Starting value

Type options, press Enter.

2=Change 3=Copy 4=Delete 5=Display 6=Print

Opt	Outbound Extension	Remote Extension	Inbound Extension	Voicemail Extension	Primary User	Dialer Code
-	101		301			A
-	102		302			A
-	103					A
-	105		305			A
-	106		306			A
-	107		307			A
-	111		113			A
-	112		112			A
-	131		431			A
-	132		332			A
-	133					A

More...

F3=Exit F5=Refresh F6=Create F12=Cancel

F14=Previous view F15=Next view F17=Top F18=Bottom F21=Print list

Adding Agent to Hunt Groups

Hunt Group Members

8/08/2012 11:17:10
System: S10E9B6C

Position to ____ Starting value

Type options, press Enter.

2=Change 3=Copy 4=Delete 5=Display 6=Print

Group code : 500999 - Standard Blended IB

Opt	Sequence	User	Extension	Group
-	10		0000000305	
-	20		0000000301	
-	30		0000000306	
-	40		0000000302	

Bottom

F3=Exit F5=Refresh F6=Create F12=Cancel
F17=Top F18=Bottom F21=Print list

Verifying New Agent

- Can your agent sign into RMEX?
- Does the Agent's phone ring?
- Does the Agent show up in the hunt group?

Missing Valid Extension

I-Tel Extension Verification

Your User ID is MAYT
Workstation ID QPADEV001K

Enter outbound extension

F7-Exit

Extension does not exist.

Missing Hunt Group

Agent Name	Logged (h:mm:ss)	Completed Live Calls	Avg. Talk (mm:ss)	Wait (min/hr)	Avg. Wrap (mm:ss)
AGENT1	26:22:31	0	00:00	00:00	00:00
Summary	0:00:00	0	00:00	00:00	00:00

INBOUND.500001 INBOUND.500999 Power Preview Skill Groups system system.1

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Thank You

Quantrax August 2012