

EXPLORE OUR WORLD



HomeShore Agent Guide

Version 2.5



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Chapter 1: Introduction

Introduction

The purpose of this guide is to offer you the basic information you require to use Sitel HomeShore at your home. This guide does not include client-specific material.

Chapter 1: Introduction, provides a brief overview of how this guide is established.

Chapter 2: Bandwidth/Security Requirements, lists the various requirements that must be met before you can run Sitel HomeShore.

Chapter 3: QuickStart, this chapter is a quick reference for HomeShore agents when you are signing in. If you experience any issues please go to the chapter that discusses that area in more detail.

Chapter 4: Sunray Device, provides information about what the Sunray Device is and what it does for you.

Chapter 5: Setting up Spark, guides you through the basic steps to setup and use the Spark Instant Messenger client.

Chapter 6: Investigating Problems, describes common problems and possible resolutions. It also lists the information you must have available **before** you call Technical Support.

The **Glossary** defines terms with which you might not be familiar with.

Reference Requirements

In addition to this *Sitel HomeShore Agent Guide*, you should have the client-specific documentation provided to you during training or by your supervisor.

Chapter 2: Bandwidth/Security Requirements

Requirements have been established to make certain that your bandwidth coming into your house has to meet the requirements listed below.

Start Up Requirements

Before you begin:

- ≡ Ensure you have a hard-wired connection from your Sunray Device to your router or modem, you can not use wireless
- ≡ Understand the security required when working with client information

Bandwidth Requirements

To be on the HomeShore program you must have minimum of **1.5 Meg** Download speed. If you don't know what your download speed is, you must contact your internet service provider and verify with them what your download speed is.

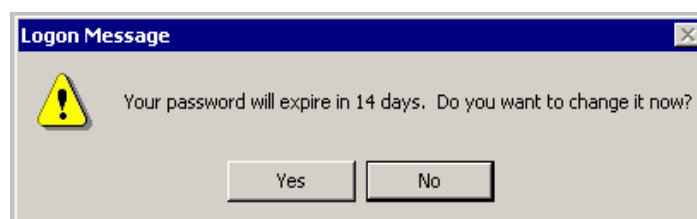
Security Requirements

You must have the following information to access the various applications in the Sitel HomeShore environment.

- ≡ A **Sitel Domain Username** and password are required to connect and log into the Sitel Network
- ≡ Login information for the client-specific area in which you are working

You will receive this information from your Supervisor. Keep it in a secure location.

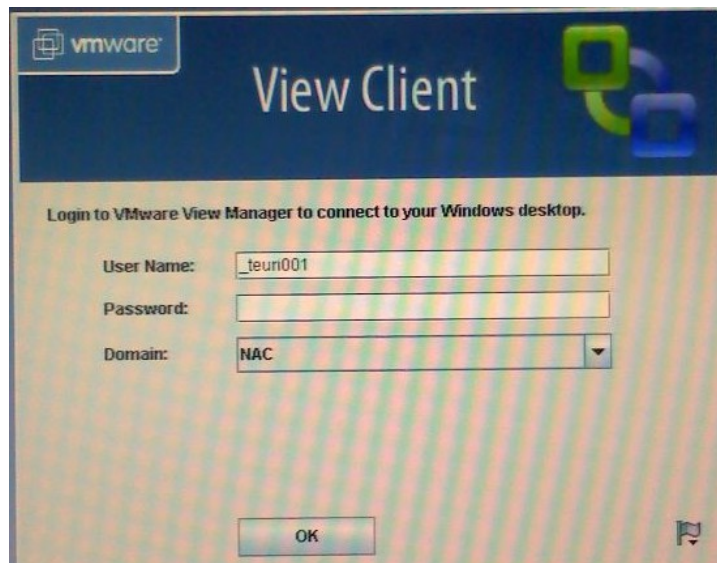
Note: Passwords expire every 90 days. When your password is due to expire, 14 days prior, the **Logon Message** dialog box opens. Click **Yes** to change your password immediately or **No** to change it later.



Chapter 3: Quick Start

This chapter is a quick reference for the HomeShore agents when they are logging in using the Sunray Device.

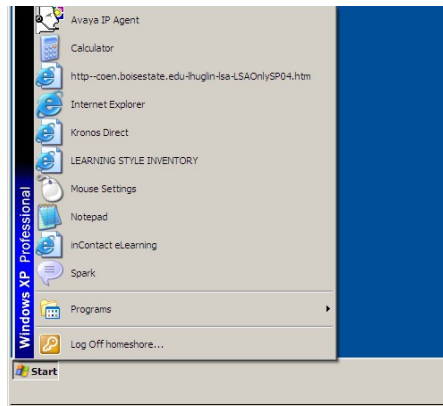
1. Insert your Smart Card, the gold piece on the card goes in first, into your Sunray Device and power it up.
2. Log into the View Client with your NAC account.



3. You should only have to enter your NAC password here...your user ID and Domain should be filled out already.

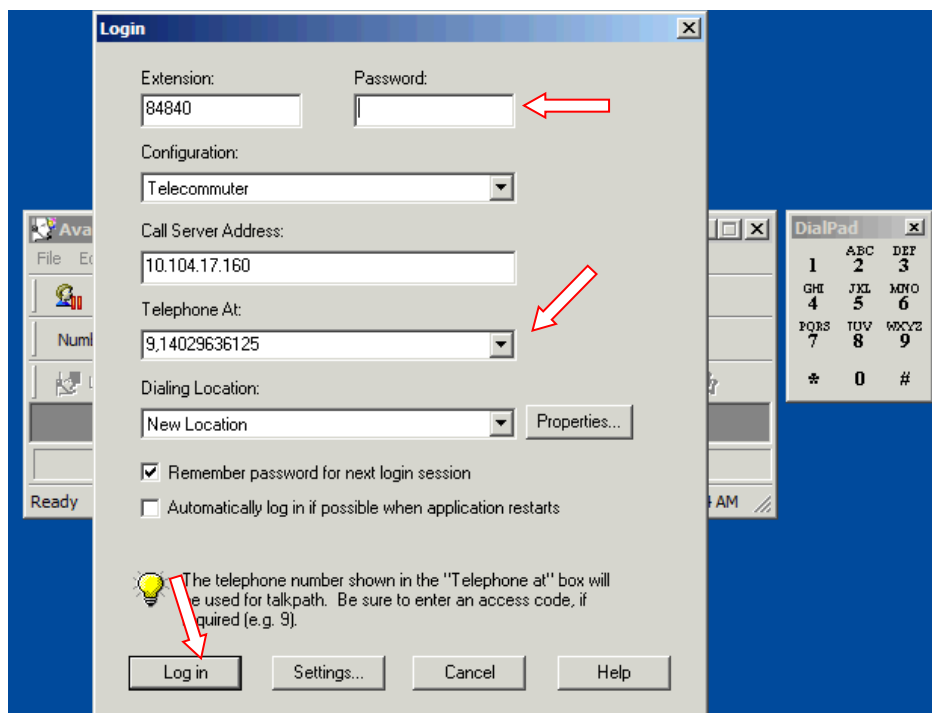


4. The desktop will now load where you will be able to access chat, Avaya and your client specific applications.

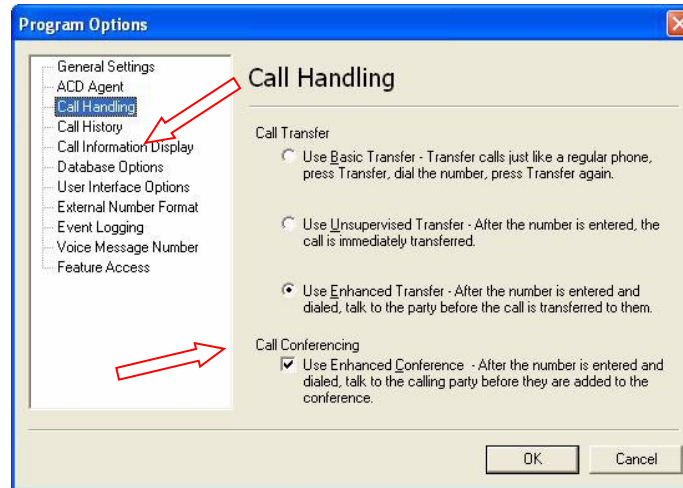


Avaya IP Agent

1. After launching the Avaya IP Agent you will need to enter your phone number - and only in this format: **91areacode+number**. The Extension and Password should be pre-populated.



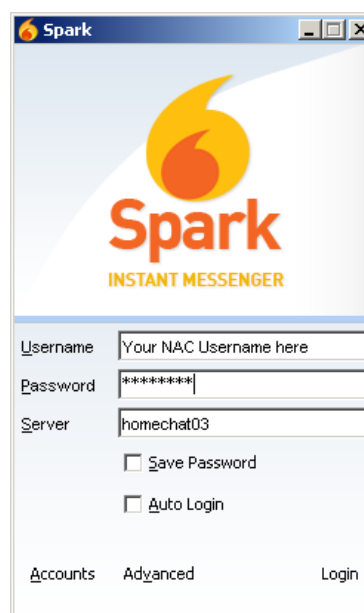
2. **The IP Agent must be configured for the different types of transfers.** Therefore, go to Tools, Program Options, call Handling. Change the settings to match the screenshot below.



Spark (Chat)

1. Goto Spark from your Start Menu, this will start your Instant Messenger (IM) session. When Spark account window displays enter the following information in the appropriate places:

Username: **Sitel Domain Username**
 Password: your **NAC Domain** password
 Server: **homechat03**

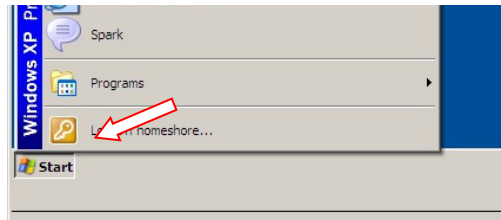


Ending the Session

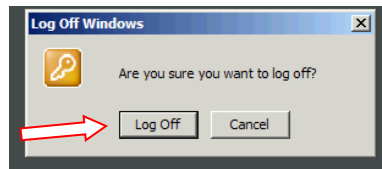
To end the session, complete the following steps...making sure that you log out of all your other applications properly first.

You must log off properly or you could cause system issues!!

1. Go to Start > Log Off



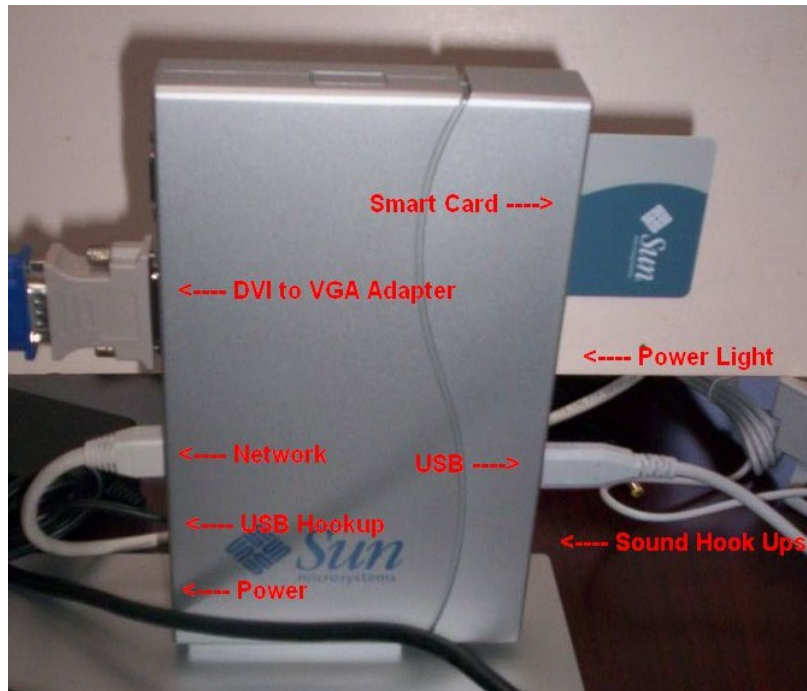
2. The **Confirm Logout** dialog box opens.



- ≡ Click **Log Off** to end your session.
- ≡ Click **Cancel** to return to your session.

Chapter 4: Sunray Device

The Sunray Devices are essentially a small PC with the exception that there are no moving parts, has no operating system, and uses very little power. They are designed so that when you turn them on you connect into SITEL first (VPN) and then from there it connects into a Sunray server in Omaha where it locates an available desktop for you to use. Here's what the device looks like.



Here is what the Smart Card looks like that you will be issued. The end with the gold chip goes into the Sunray device first before you turn on the device.

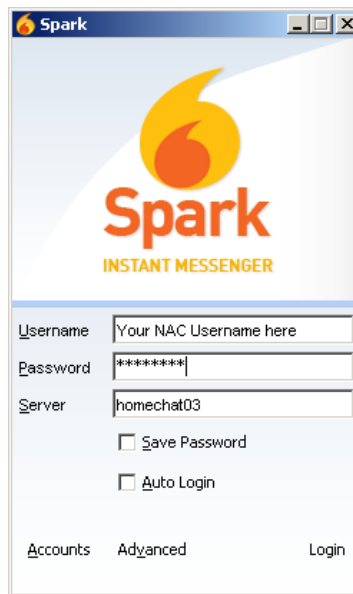


See the 'HomeShore Sunray Guide' for more information on the Sunray Device. This guide includes how to setup your device and also many helpful troubleshooting tips.

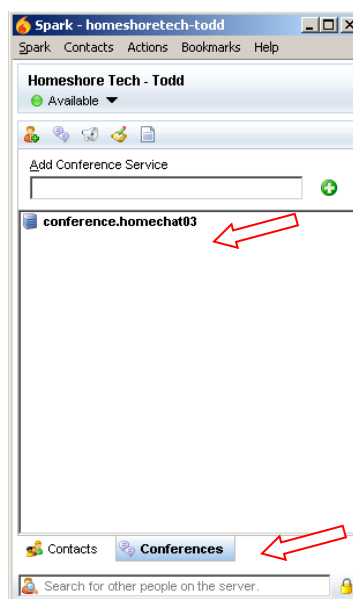
Chapter 5: Spark Instant Messenger (IM)

From your Start menu you will be able to launch Spark so you can chat with fellow agents and supervisors.

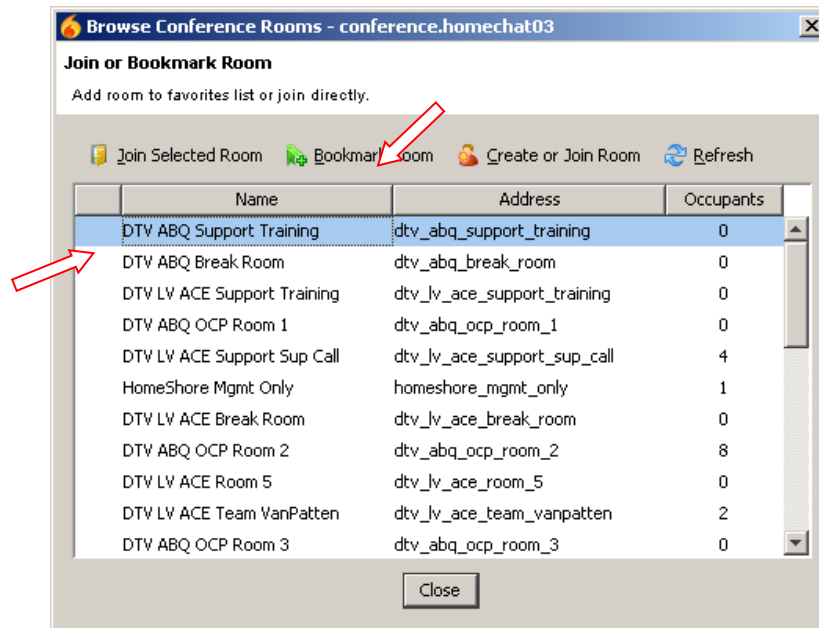
1. Enter your **Sitel Domain Username and password** and in the DOMAIN field, enter the name of the Server which is **HOMECHAT03**.



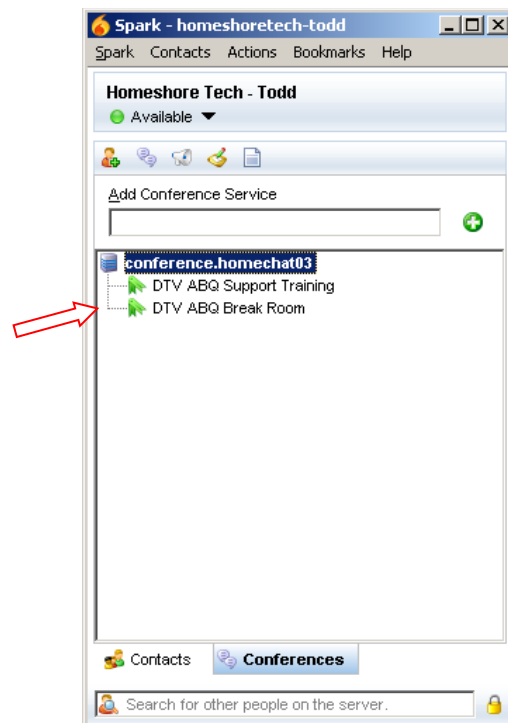
2. Once connected, click on 'Conferences' at the bottom of the page. Then double click on 'conference.homechat03'.



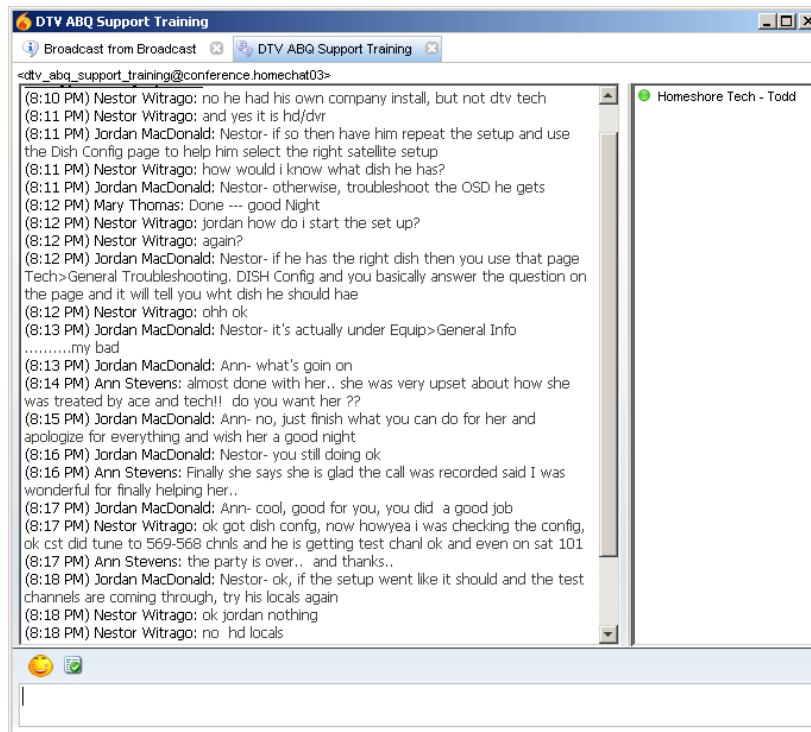
3. Select your Conference Room by clicking on them, and then Bookmark them. This will add them to your Conference listing that you will now have at every login and/or double click on the Conference room to join it.



4. This shows how it should look if done correctly. In this example both of those rooms will automatically open when you log in.



5. Now all you have to do is Double-Click on your Bookmark...and you are joined to the Conference! (The Conference window should open automatically when you login to Spark.)



Chapter 6: Investigating Problems

This section lists things you should verify before you call for technical support, as well as the information you must provide to the Service Desk if you encounter a technical issue. Also included is a list of problems and how to fix them yourself.

See the 'HomeShore Sunray Guide' for more information on the Sunray Device. This guide includes how to setup your device and also many helpful troubleshooting tips.

Check First

If you are having problems, verify the following:

- ≡ You still have Internet connectivity, should be a green light next to the network cable plugged into the device
- ≡ You have no other devices in your home hooked up to the same Internet connection the Sunray device uses, such as a PC or gaming system. It is against company policy to have other devices hooked up to the same connection your Sunray uses other than a Voice Over IP phone if you are provided with one.
- ≡ If you use a power strip or surge protector, verify that it is turned on
- ≡ If a device such as a keyboard or mouse does not work, verify all connections are secure

Specific Problems

Here is a list of problems and solutions that could be beneficial to you as they could save you some time from calling the Sitel Service Desk and opening a ticket. Try these out and if you still have issues please call the Sitel Service Desk for assistance.

Problem	What to do before calling Technical Support:
No Internet Connection	If you have no internet connection you need to call your Internet Service Provider for help. They will be able to help you troubleshoot the problem. You can also try turning your modem off for 1 minute then turning it back on.
Cannot connect to Sitel Network	Ensure your user name and password are correct and your caps lock isn't on. Ensure you have an active connection to the Internet.
Connection lost	If your session is inactive for too long, the session will automatically end and you will need to begin the login process again.
Sunray Device	<p>Conduct the following in this order:</p> <ol style="list-style-type: none"> 1. Unplug the device from the power outlet 2. Remove the PIN card from the slot 3. Wait 10-20 seconds 4. Plug the unit back in 5. Login to the system 6. When prompted, re-insert the PIN card into the slot 7. Continue to login as per usual <p>For additional information, see the 'HomeShore Sunray Guide' for more information on the Sunray Device.</p>

Information Required for Technical Support

The telephone number for the Sitel Service Desk - HomeShore Technical Support is 1-800-346-3588, option 4 is for Homeshore.

When you call the Service Desk, have the following information ready:

- ≡ Your name
- ≡ Your phone number

- ≡ Your employee number
- ≡ A description of the issue – providing details gives Technical Support a better idea of what has to be done to resolve the issue.

Glossary

Broadband/Internet	<p>A communications network in which a frequency range is divided into multiple independent channels for simultaneous transmission of signals (such as voice, data, or video).</p> <p>Through the use of a cable modem you can have a broadband Internet connection that is designed to operate over cable TV lines. Cable Internet works by using TV channel space for data transmission.</p>
IP Phone	<p>An Internet Protocol (IP) phone transports telephone call over the Internet rather than on traditional telephone wires.</p>
Spark	<p>This is the name of the chat software that is used to access the chat server at Sitel.</p>
Sunray Device	<p>This is the thin device that acts like a PC. You connect the keyboard, mouse, monitor and network cable to this.</p>
Taskbar	<p>The taskbar is located at the bottom of the desktop. It contains buttons and icons that you use to launch applications and switch between tasks.</p>
VPN	<p>Virtual private network - a network that is constructed by using public wires to connect nodes. For example, there are a number of systems that enable you to create networks using the Internet as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.</p>