BroadWorks Web Agent Training
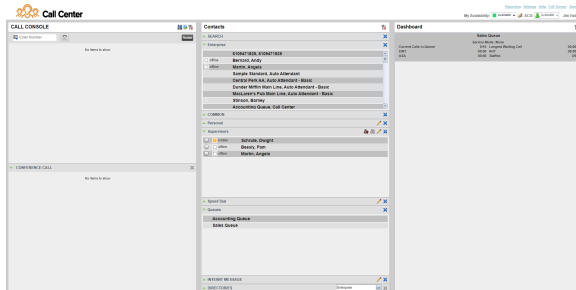
Introduction

The BroadWorks Web Agent application allows call center agents to answer and manage calls via a browser-based interface. The application will allow you to manage your ACD state, place outbound calls, transfer, conference, and apply disposition codes.

Documentation

Web Agent - Quick Reference Guide

Web Agent - User Guide

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Do you have a training related question? Email us at training@evolveip.net

We will respond within 24 hours on normal business days.