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HOW TO LOG IN

Signing In to Web Application

1. Opening the Pathwayz Link

Open up the link to your Pathwayz Web Application by clicking the following link:

<https://core2-dal.pathwayz.com/portal/>

1. Login Credentials

Use the following format to log in to the application.

Login: yourext#@fsg (example:1089@fsg)

Password: P@55w0rd

Calls made to FSG branches that do not currently use the Pathwayz Application will need to be dialed out by the full phone number. The internal extensions and contacts are not yet set up in the application.

Pathwayz

Username

XXXXXX@fsg

10217@fsg

Password

.....

Log In

[Forgot Login Name](#) | [Forgot Password](#)

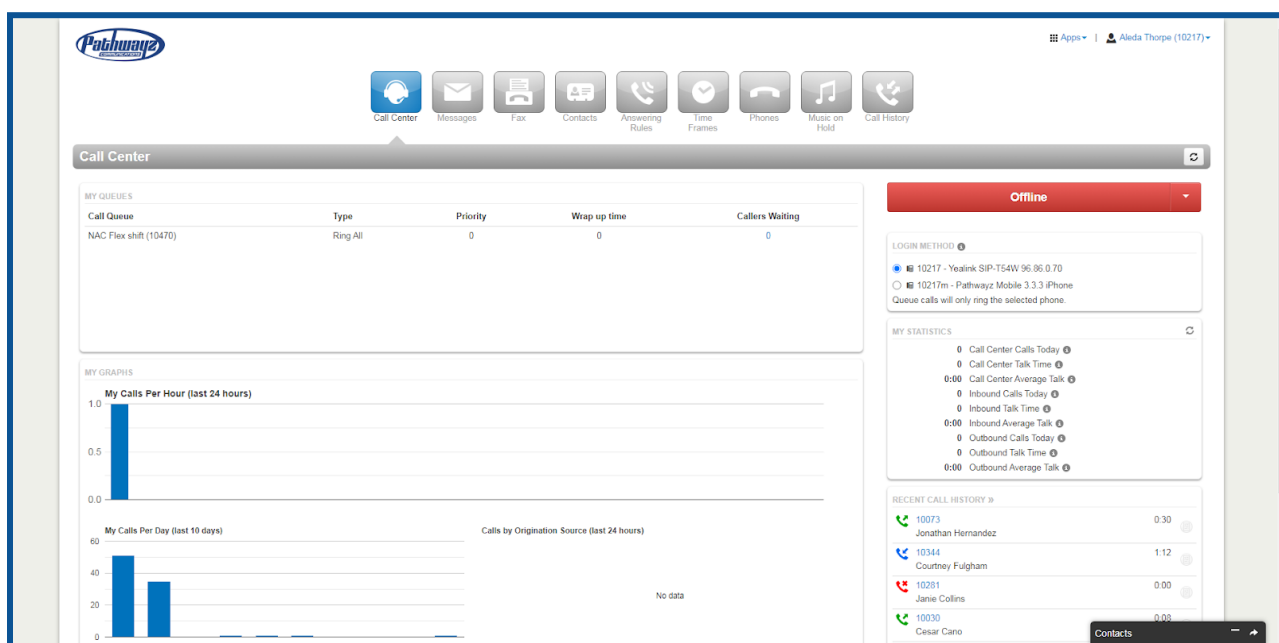
[Are you a new user?](#)

HOW TO CHANGE YOUR STATUS

Call Center Dashboard

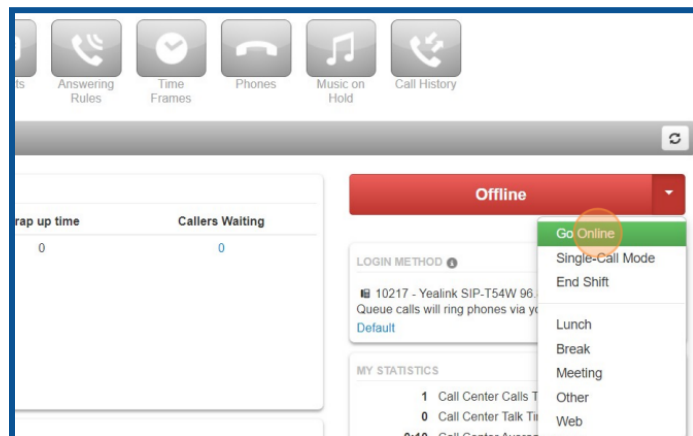
1. Default View

The Dashboard will default to the Call Center View.



Turn on Call Que

To turn on your call que, click the drop down on the red "Offline" button and click the "Go Online" option to start accepting calls (or select the best option that applies to your current status).

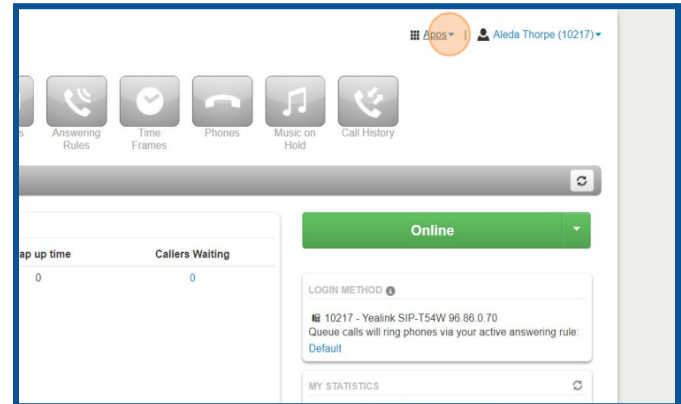


HOW TO OPEN THE ATTENDANT CONSOLE

Open the Attendant Console

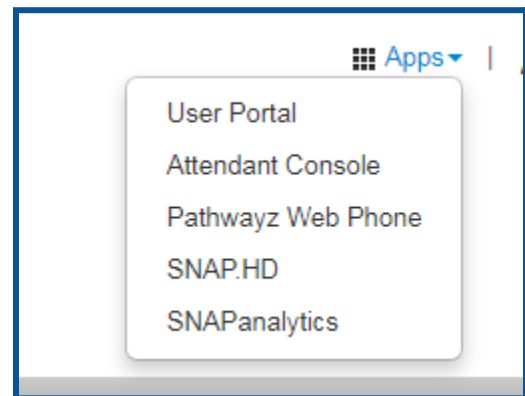
1. Hit Apps Button

From the User Portal click on the “Apps” button in the upper right hand corner.



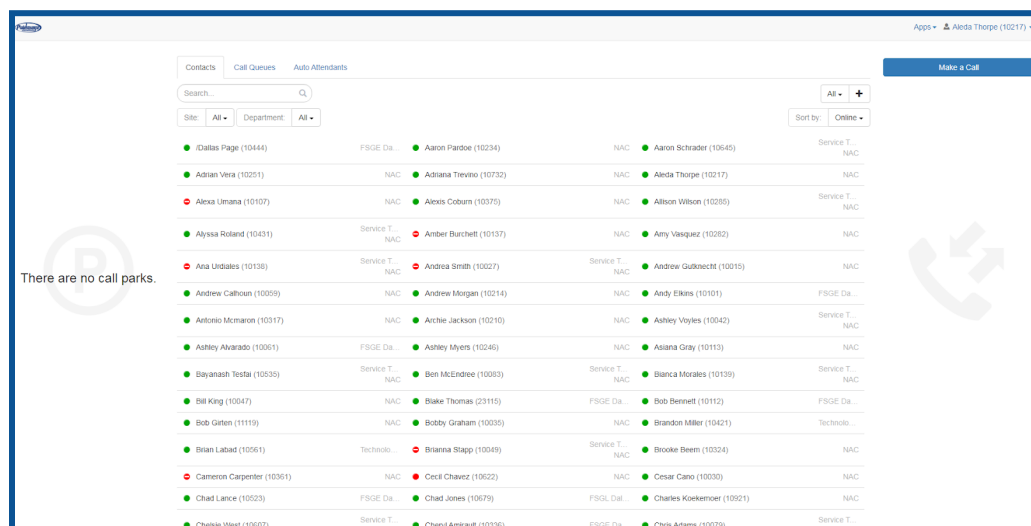
2. Select “Attendant Console” Button

On the dropdown list that appears, select the “Attendant Console” option.



3. Attendant Console

This will launch the Attendant Console where you can see a contacts list of all employees within Pathwayz as well as make phone calls.

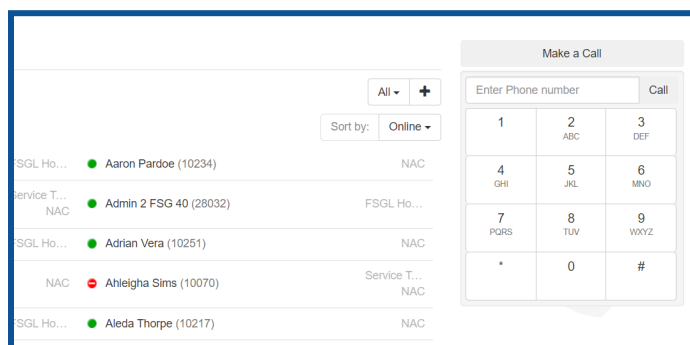


HOW TO PLACE CALLS

Making a call to someone outside of the system

1. Click the “Make a Call” button

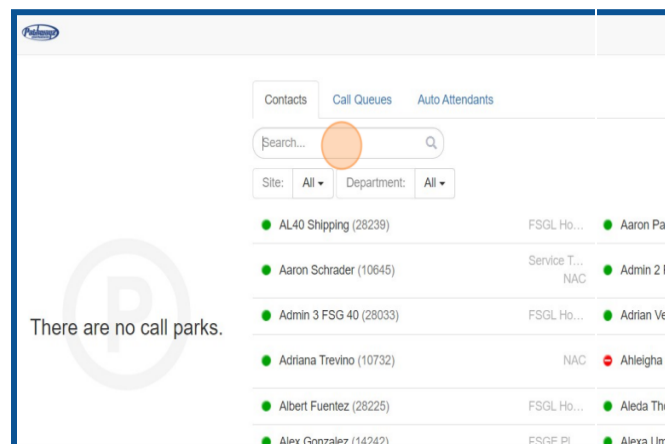
To make a call on the Attendant Console to someone outside of Pathwayz or not yet saved as a contact in your contacts list, click the “Make a Call” button. This will let you copy and paste a number or select the numbers individually to dial out.



Making a call to a user within the system

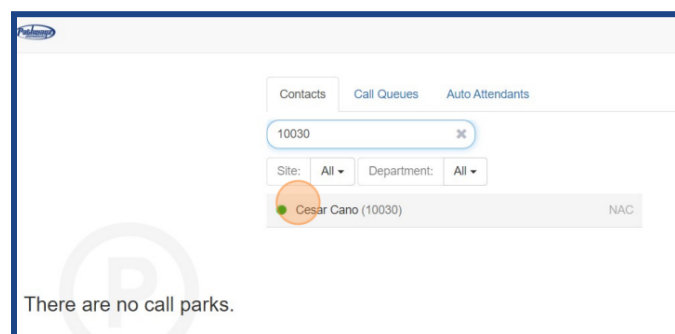
1. Click on the “Contacts” section

To make a call on the Attendant Console to a user within Pathwayz click inside the search field and type in the name or extension of the user you are looking to speak with. You can also use the filter options below the search field to filter by Site or Department.



2. Click on the name of the user

Once you have filtered your search click on the name of the user you are trying to reach.

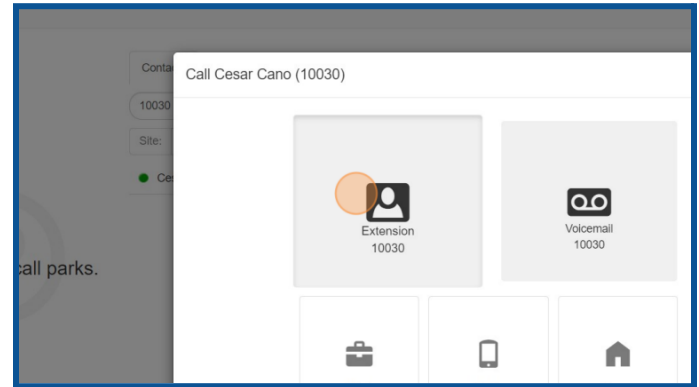




Making a call to a user within the system (Continued)

3. Click on “Extension” or “Voicemail” button

To make the call click on the “Extension” button. If the user is unavailable to speak you can click on the “Voicemail” button if you would like to go directly to their voicemail.

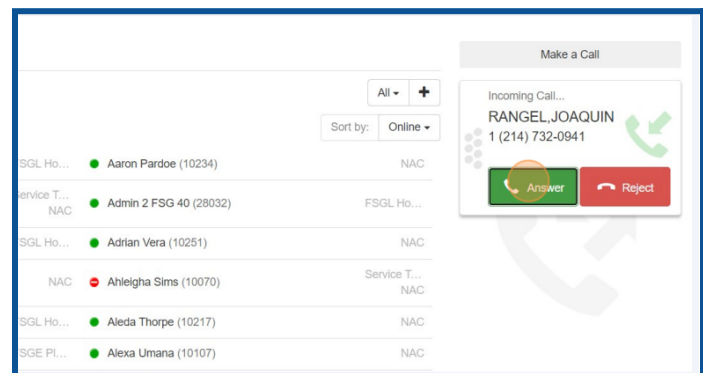


HOW TO ANSWER CALLS

Answer Calls on the Attendant Console

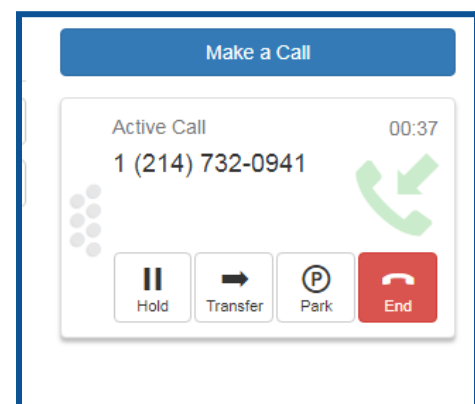
1. Answer a Call

On the Attendant Console an incoming call will show up under the “Make a Call” button. To answer, hit the “Answer” button.



2. Active Calls

Once a call is active the features will change to allow you to, hold, transfer, park, or end the call.

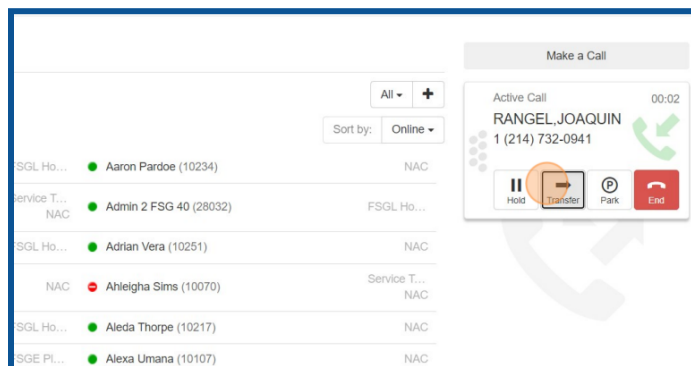


HOW TO TRANSFER CALLS

How To Transfer Calls from the Attendant Console

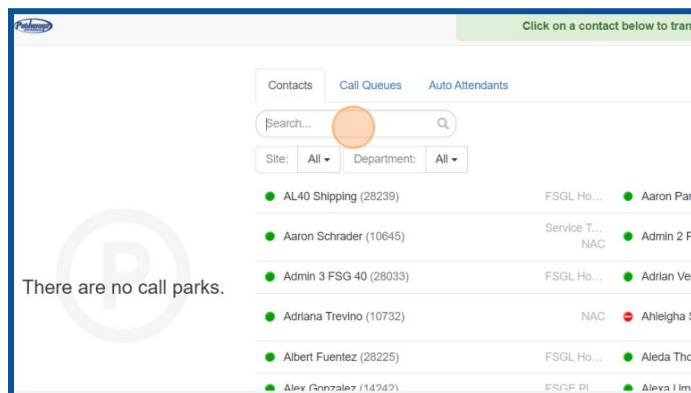
1. Click the "Transfer" button

To transfer an active call click the "Transfer" button or click the "hold button" then transfer.



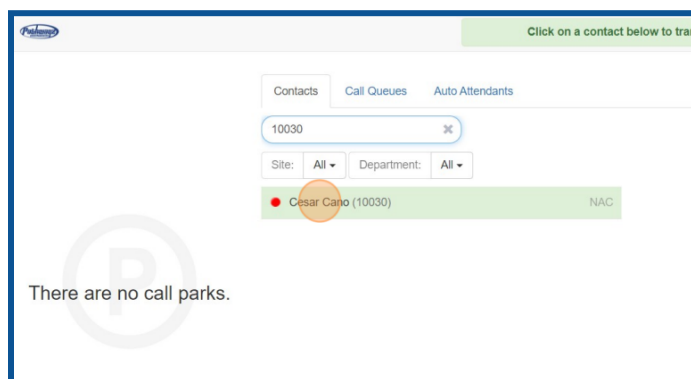
2. Select the user to transfer to

Once you hit "Transfer" you will be prompted to search for the user or group you would like to transfer the call to.



3. Type in a name or extension

In the search field, type in the name or extension you would like to transfer the call to. Then, click on the name or group and the call will be directly transferred.



HOW TO TRANSFER EXTENSIONS

Transfer Extension from one Desk to another

Contact IT Helpdesk

To transfer your extension you will need to contact the IT Department by email or phone.

Email: helpdesk@fsgi.com

Phone: **(512)615-8851**



Provide Name & Phone MAC

The IT Department will need the following information to transfer an employee from one phone to another:

1. **Full Name of the Employee**
2. **Phone MAC Address (located on the back/bottom of the Yealink phone.)**
3. **MAC for the IGEL the phone is connected to (if applicable).**

