



How To Use Hotelling with a Premium Agent Using the Thin Client

This guide will show how to login into a handset using hotelling whilst using the premium agent / supervisor thin client.

Allows an agent / supervisor with a virtual number to hotel into a handset which has been configured with a hotelling host licence.

Intended Use: Call centres who run multiple shifts and want to report on individual agents statistics.

Pre- Requisites :

- A handset with a hotelling host pack and phone number
- Agent (s) with their own standard pack / premium agent pack and phone number
- Supervisor(s) with their own executive pack / premium supervisor pack and phone number

How To:

Agents should navigate to <https://xsp.tipt.telstra.com/callcenter/> via their browser to get to the call centre login screen.

Agents should take note of the phone number of the handset on the desk they are sitting at to enter into the hotel host section below.

This will log the agent into the call centre and also hotel their phone number into the host phone until they log out of the call centre.

Note: The phone number displayed on the handset will not change however CLI and all settings are per the users actual phone number.