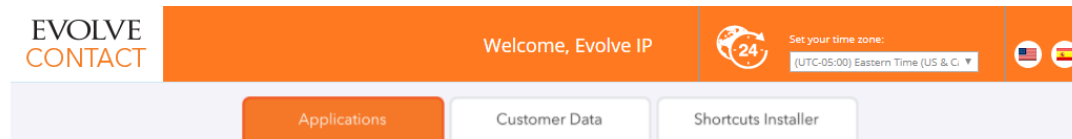


EVOLVE CONTACT

How to launch the Agent Console

Open the applications portal via the link that was provided to you by the supervisor.

1. Only at the first time, click on the **Microsoft .NET 4** in order to install it:



Evolve Contact Suite Applications

Please verify that **Microsoft .NET 4** is installed on your computer

In August 2017 a new version will be released. This version will require **Microsoft .NET 4.5**. Please pre-install it now.



Agent



Supervisor



Analytics



Setup



Manager



Wallboard

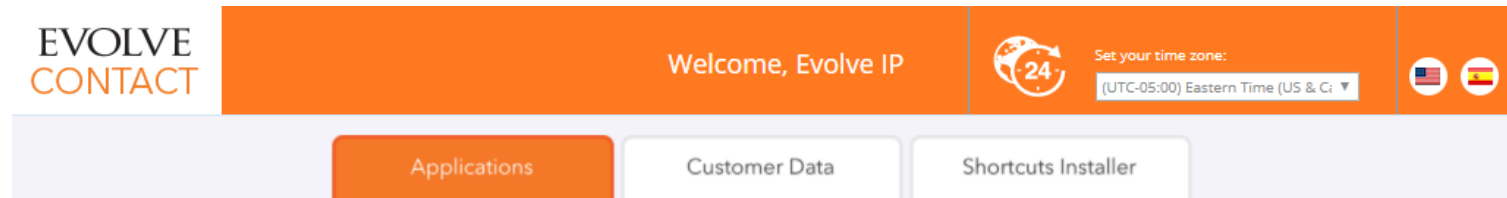


Change
Password

2. Click on Run

The screenshot shows the Evolve Contact Suite web application interface. At the top, the logo "EVOLVE CONTACT" is on the left, and "Welcome, Evolve IP" is in the center. On the right, there is a "24" icon and a time zone dropdown menu set to "(UTC-05:00) Eastern Time (US & C...)". Below the header, there are navigation tabs for "Applications", "Customer Data", and "Shortcuts Installer". A central banner reads "Evolve Contact Suite" with subtext: "Please verify that Microsoft .NET 4.5.2 is installed on your computer. In August 2017 a new version will be released. Please pre-install it now." Below the banner are three main sections: "Agent" (with a headset icon), "Supervisor" (with a clock icon), and "Analytics" (with a bar chart icon). A Windows "Open File - Security Warning" dialog box is overlaid in the center. The dialog asks "Do you want to run this file?" and provides details: Name: "...ries\Downloads\dotNetFx45_Full_x86_x64 (2).exe", Publisher: "Microsoft Corporation", and Type: "Application". The "Run" button is highlighted with a red rectangle. At the bottom of the dialog, there is a checkbox for "Always ask before opening this file" which is checked, and a warning message: "While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?](#)". The Windows taskbar at the bottom shows the active file "dotNetFx45_Full_x...exe".

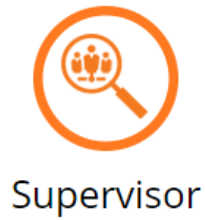
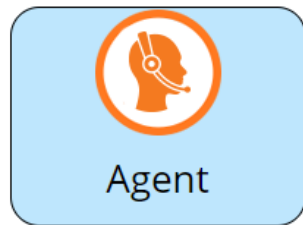
5. Click on the **Agent** icon



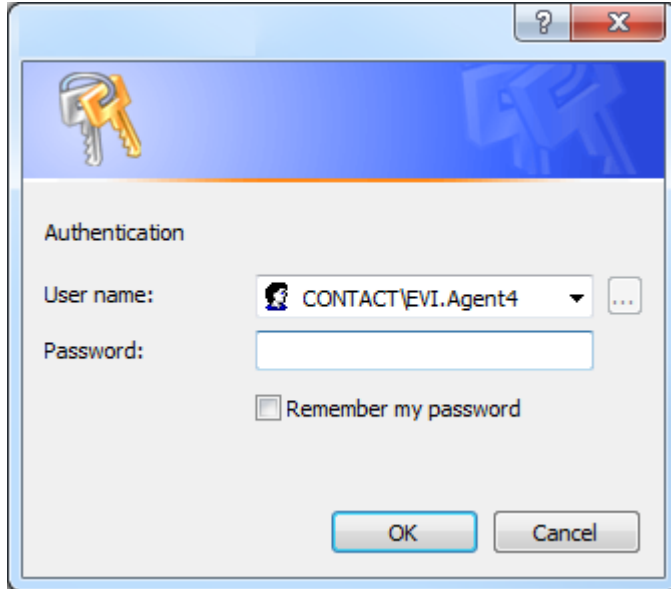
Evolve Contact Suite Applications

Please verify that **Microsoft .NET 4** is installed on your computer

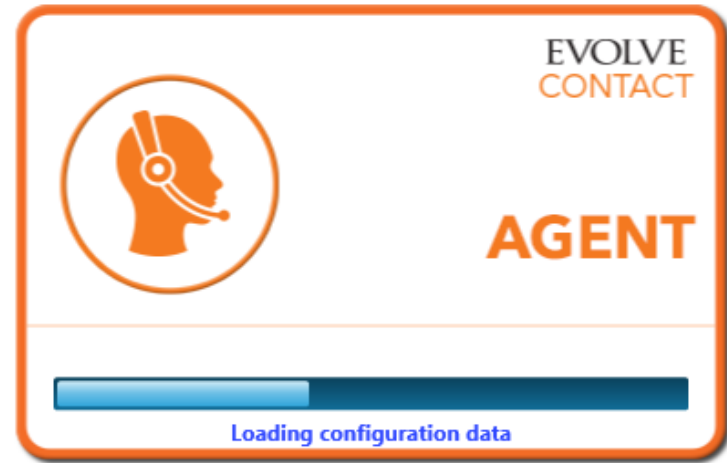
In August 2017 a new version will be released. This version will require **Microsoft .NET 4.5**. Please pre-install it now.



8. Enter the ECS Agent login credentials (user name and password) that you've received from your supervisor, and click **OK**:

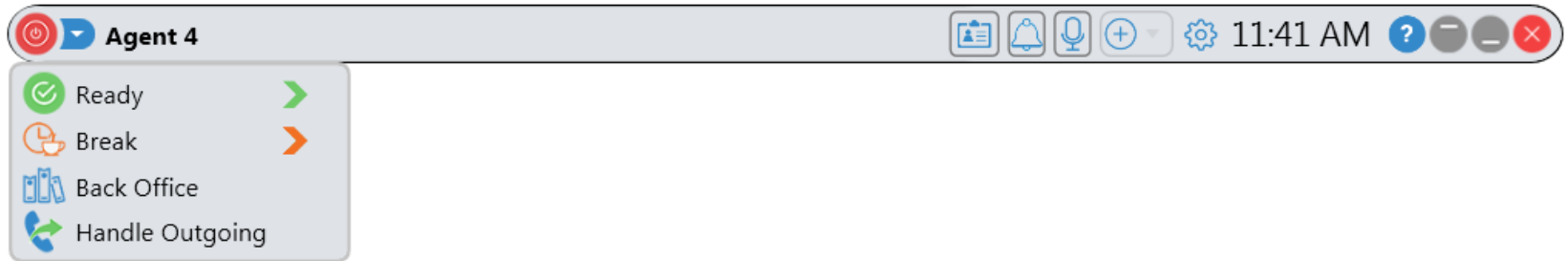


The screenshot shows a standard Windows-style dialog box titled "Authentication". It features a blue header with a key icon. Below the header, there are two input fields: "User name:" with a dropdown menu showing "CONTACT\EVI.Agent4" and a "Password:" field. A checkbox labeled "Remember my password" is located below the password field. At the bottom of the dialog, there are "OK" and "Cancel" buttons.

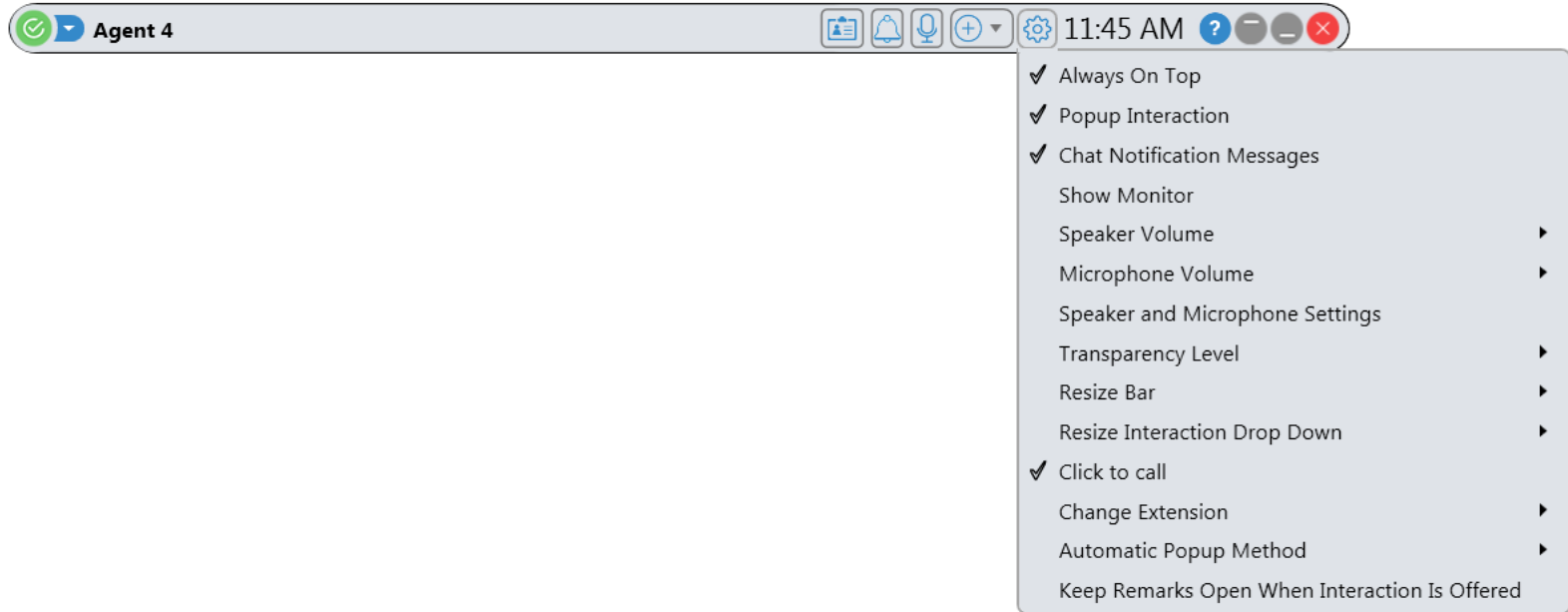


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9. Click on the drop down menu button and update your status to Ready



11. Make sure all your settings are correct, click on the  icon:



Congratulations!

You are now ready to start working with the
ECS Agent Console application.

EVOLVE CONTACT