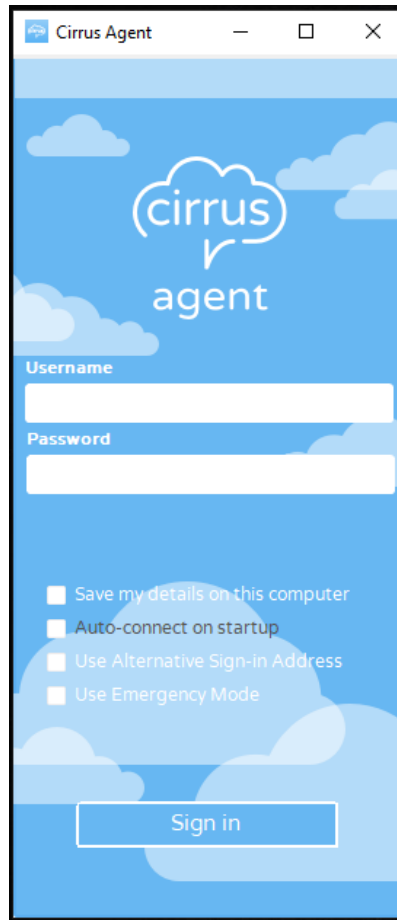
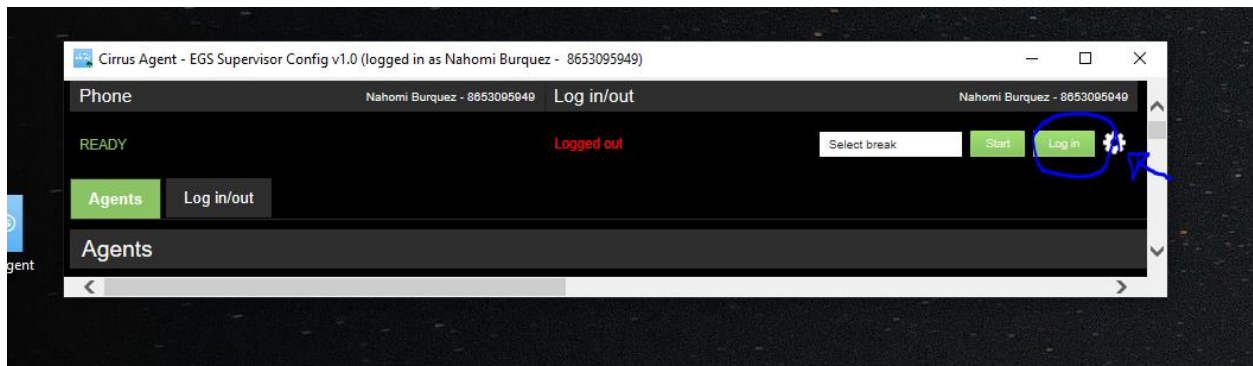


The first thing you need to open is Cirrus.

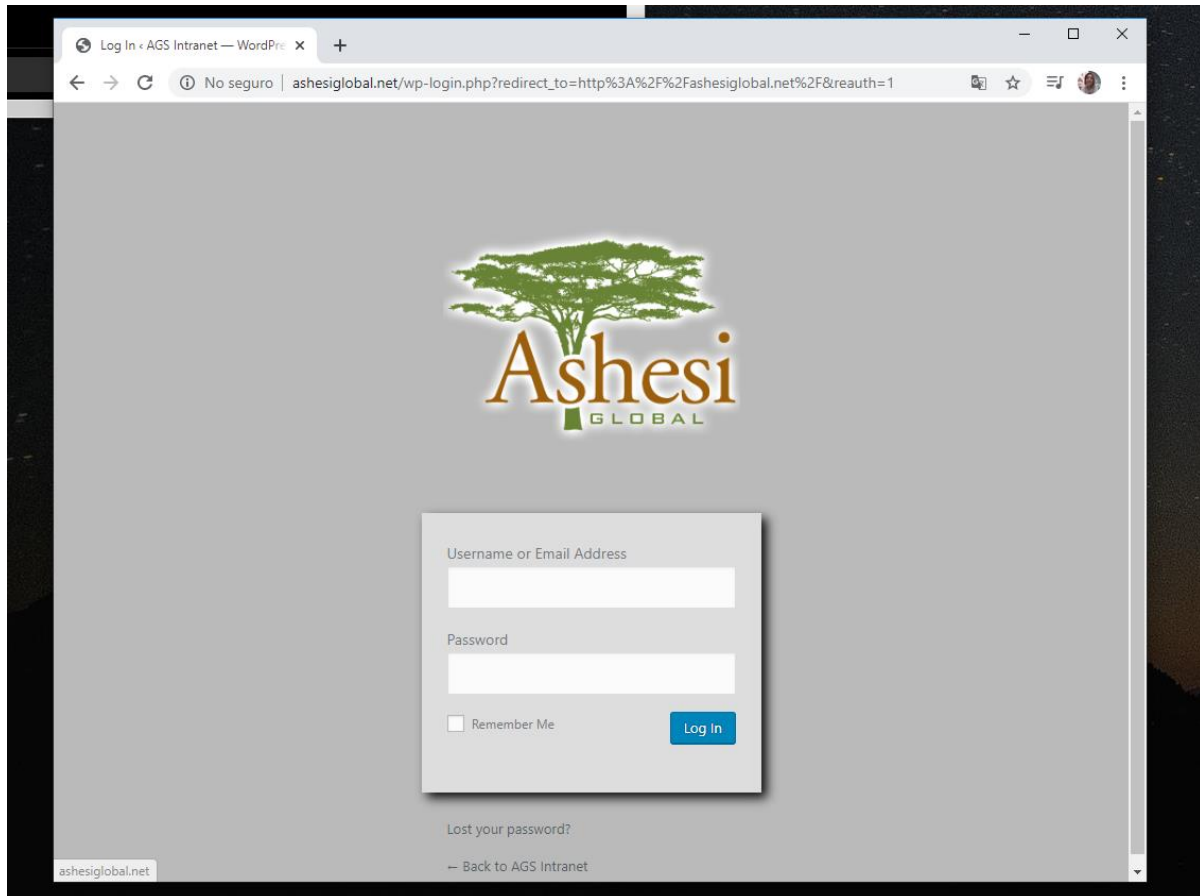


You put your log in information and click "sign in".

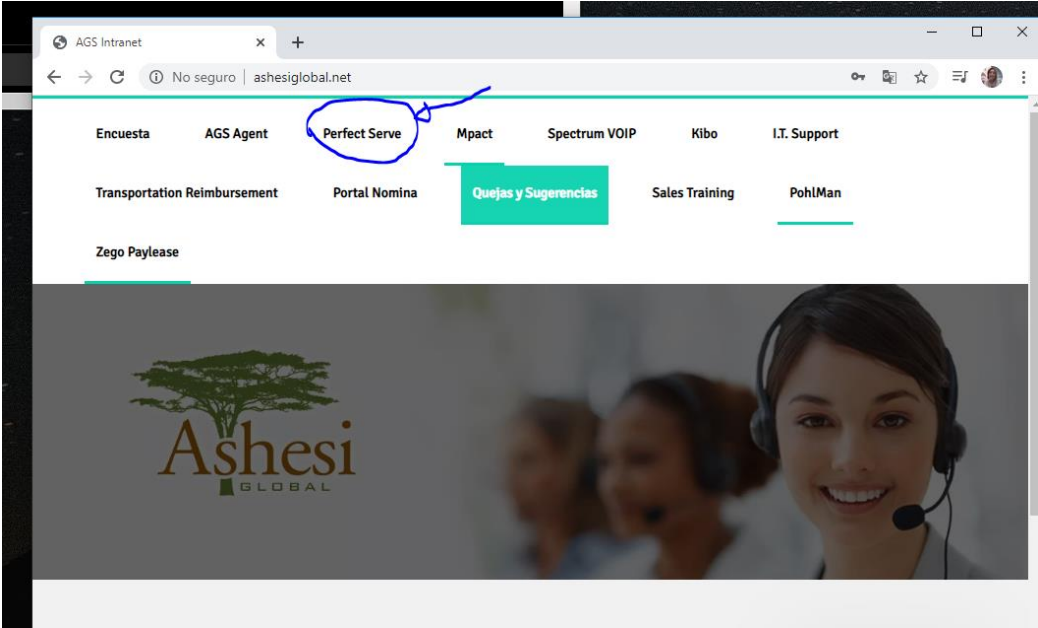
Then you have to click "log in".



Then go to : <http://ashesiglobal.net/> and log in using the employee number and password you were provided with.



Go to the menu for Perfect Serve and from the drop down menu select the "TOKENS" option.



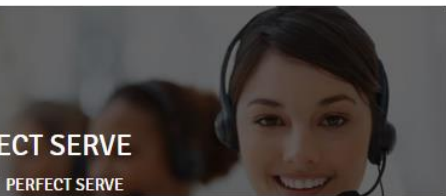


Encuesta	
AGS Agent	+
<u>Perfect Serve</u>	+
Mpact	+
Spectrum VOIP	+
Kibo	+
I.T. Support	
Transportation Reimbursement	
Portal Nomina	
Quejas y Sugerencias	
Sales Training	
PohlMan	+
Zego Paylease	+



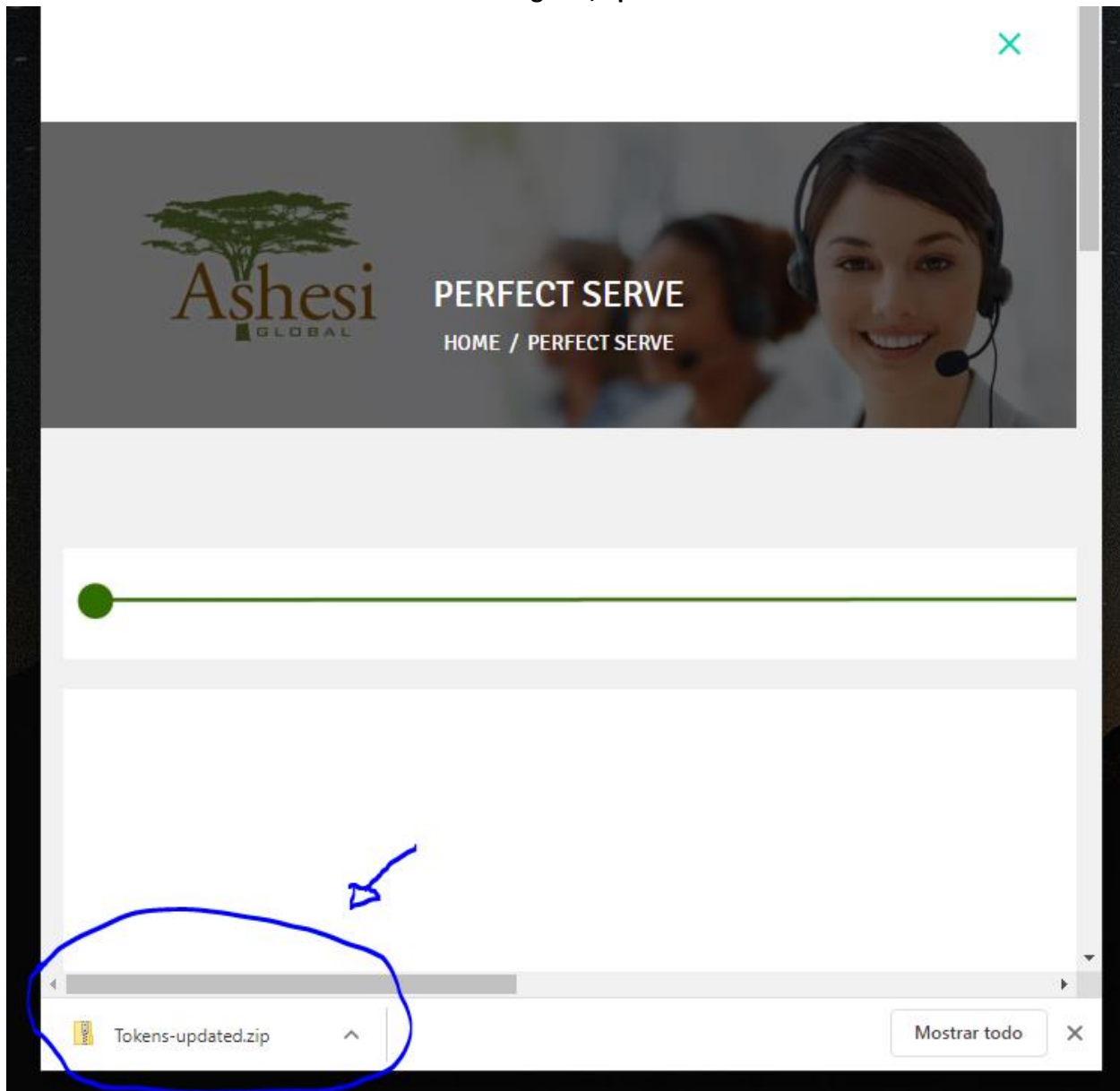
PERFECT SERVE

HOME / PERFECT SERVE

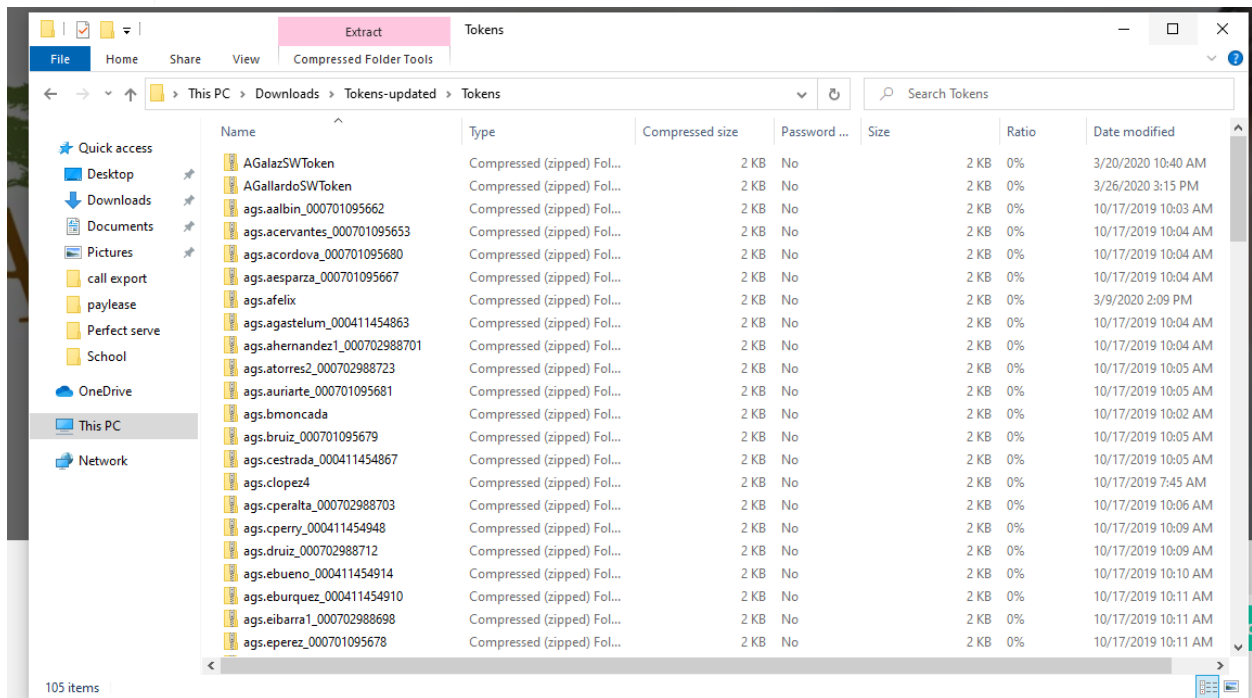
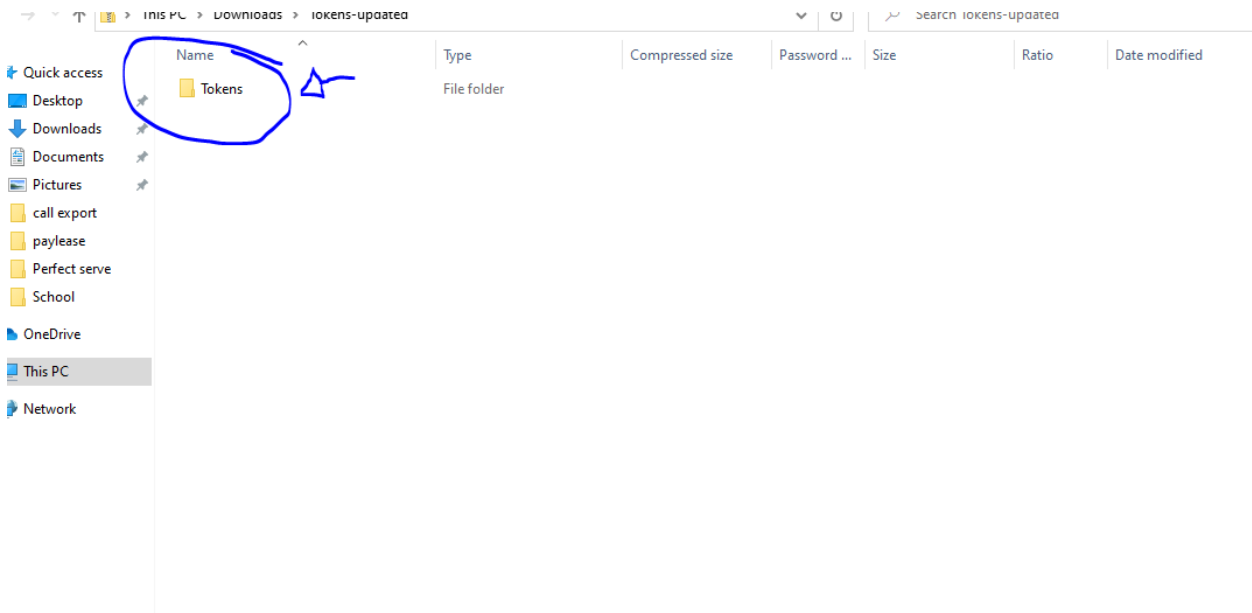


Encuesta	
AGS Agent	+
Perfect Serve	-
TOKENS	
Citrix	
Translate	
Horarios PerfectServe	
PS Token	
Training Presentation V2T	
Tips	
PHI	
Weekly Performance	
Complaints Consequence Process	
Horas Extra & Bono	
Useful Information	
Mpact	+

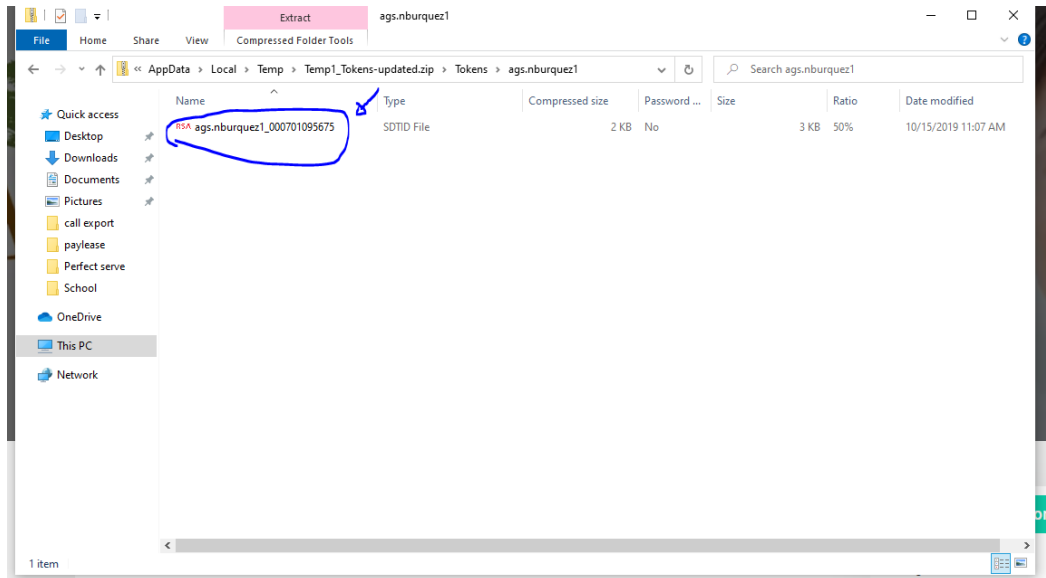
A file will download with the tokens for all the agents, open it.



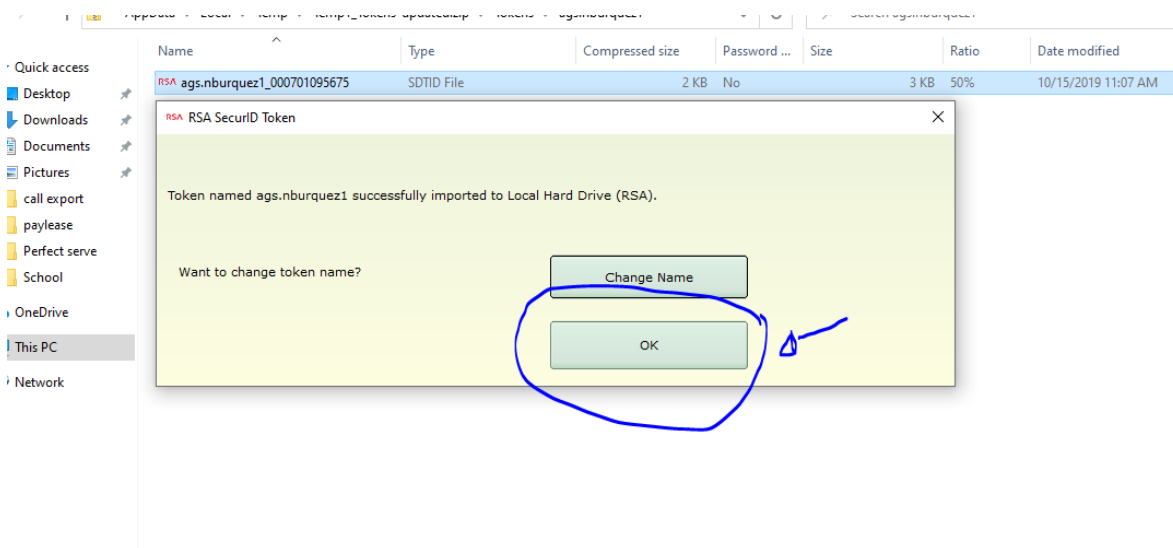
Click on the folder titled “tokens” and then look for your token (it has the initial for your first name and your last name).



When you locate your token double click on it.

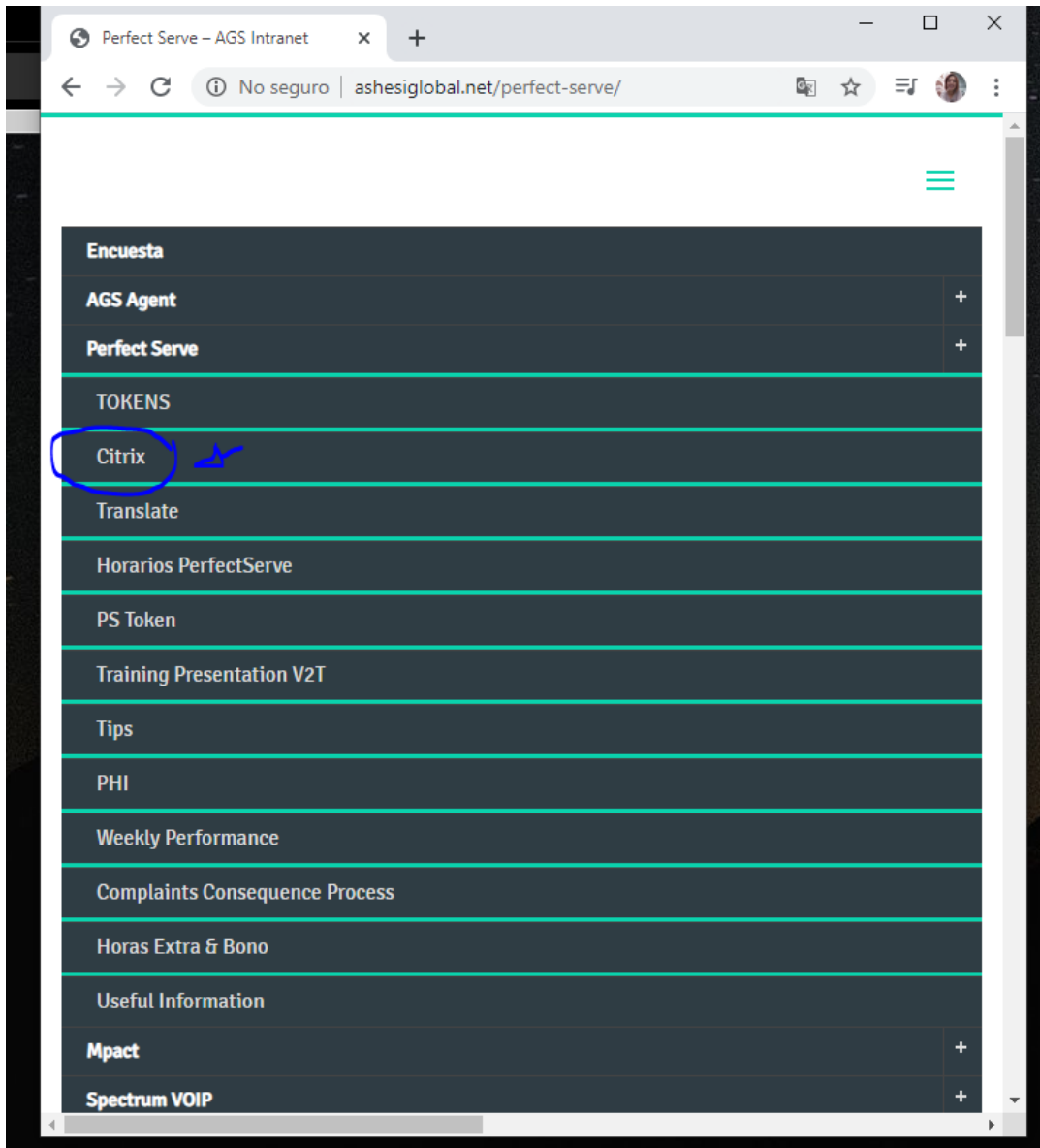


You will then get a pop up window like this one, click on "ok".

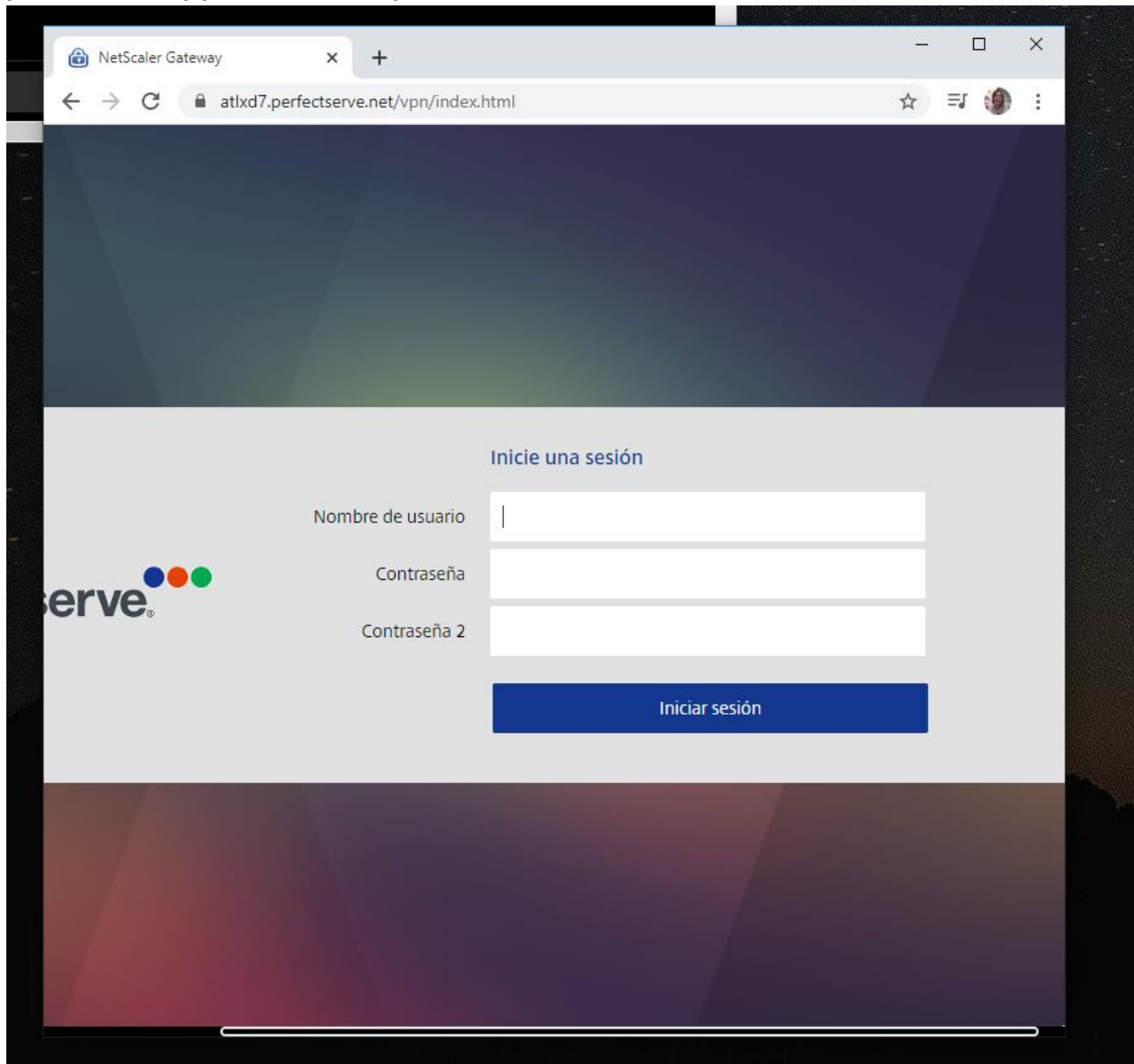




Then go back to the ashesi site and select from the drop down menu the option "Citrix".

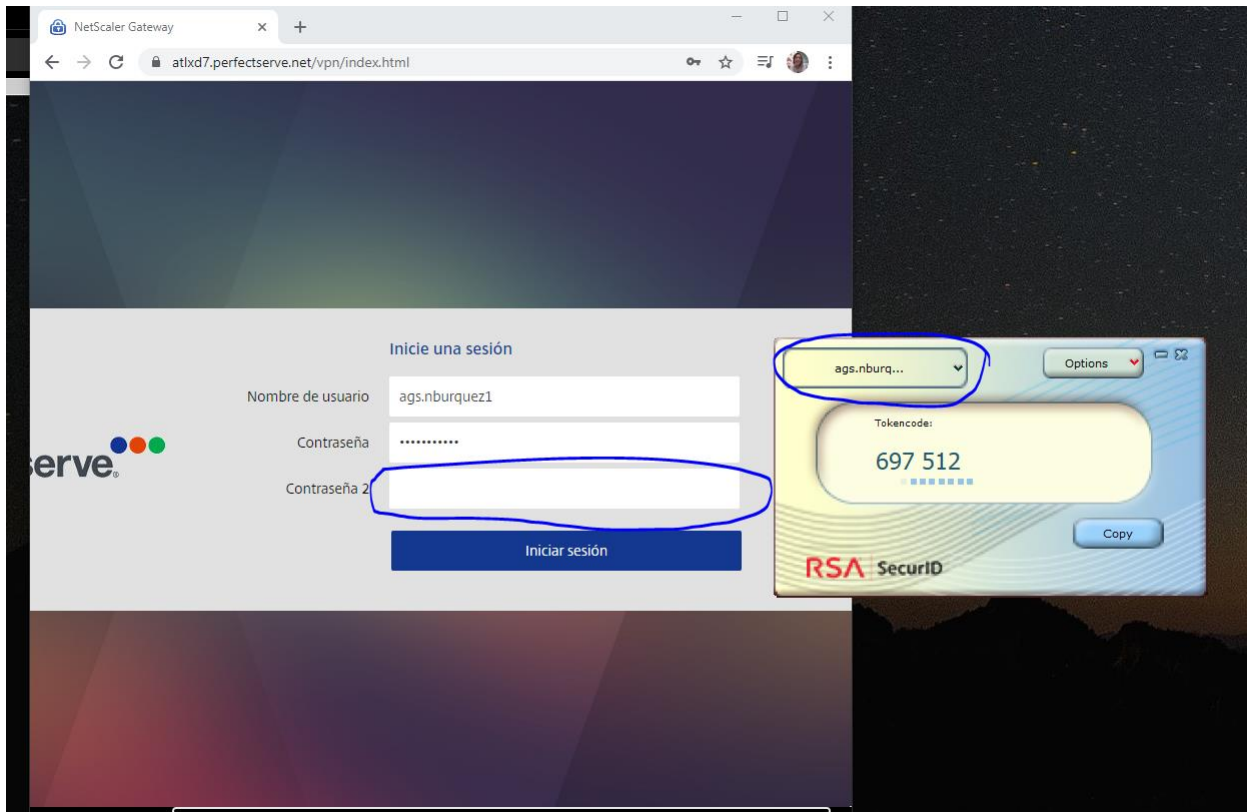


It will open a window like the one seen below, go ahead and log in using the credentials you were provided with by your trainer or supervisor.

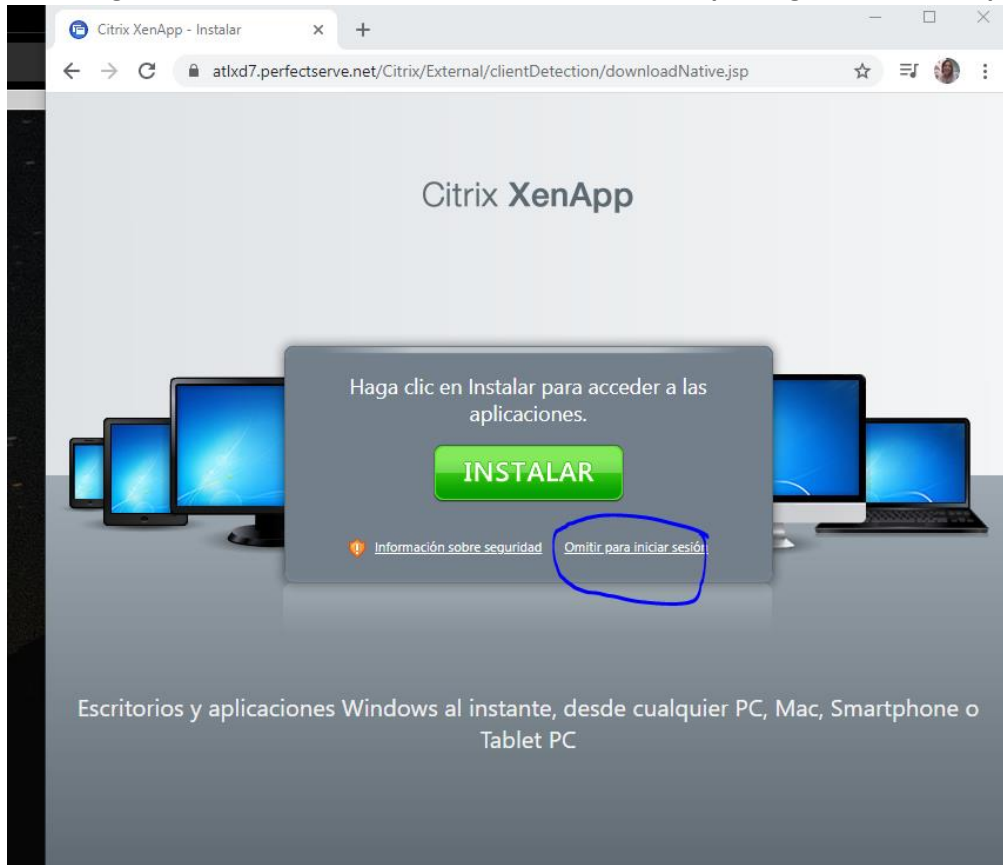


Remember that on the very last field you have to put a combination of pin and the token we previously opened (4321+Token).

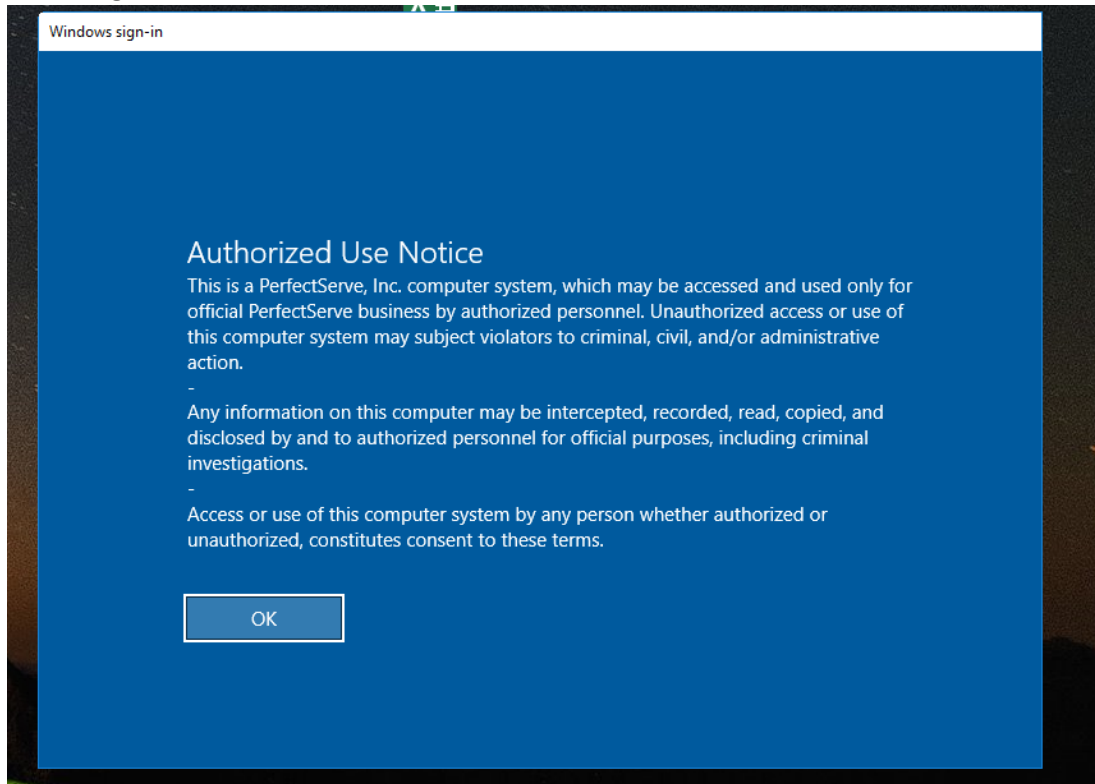
Also always check that the token you are using is your token by looking at the name on the top part of it.



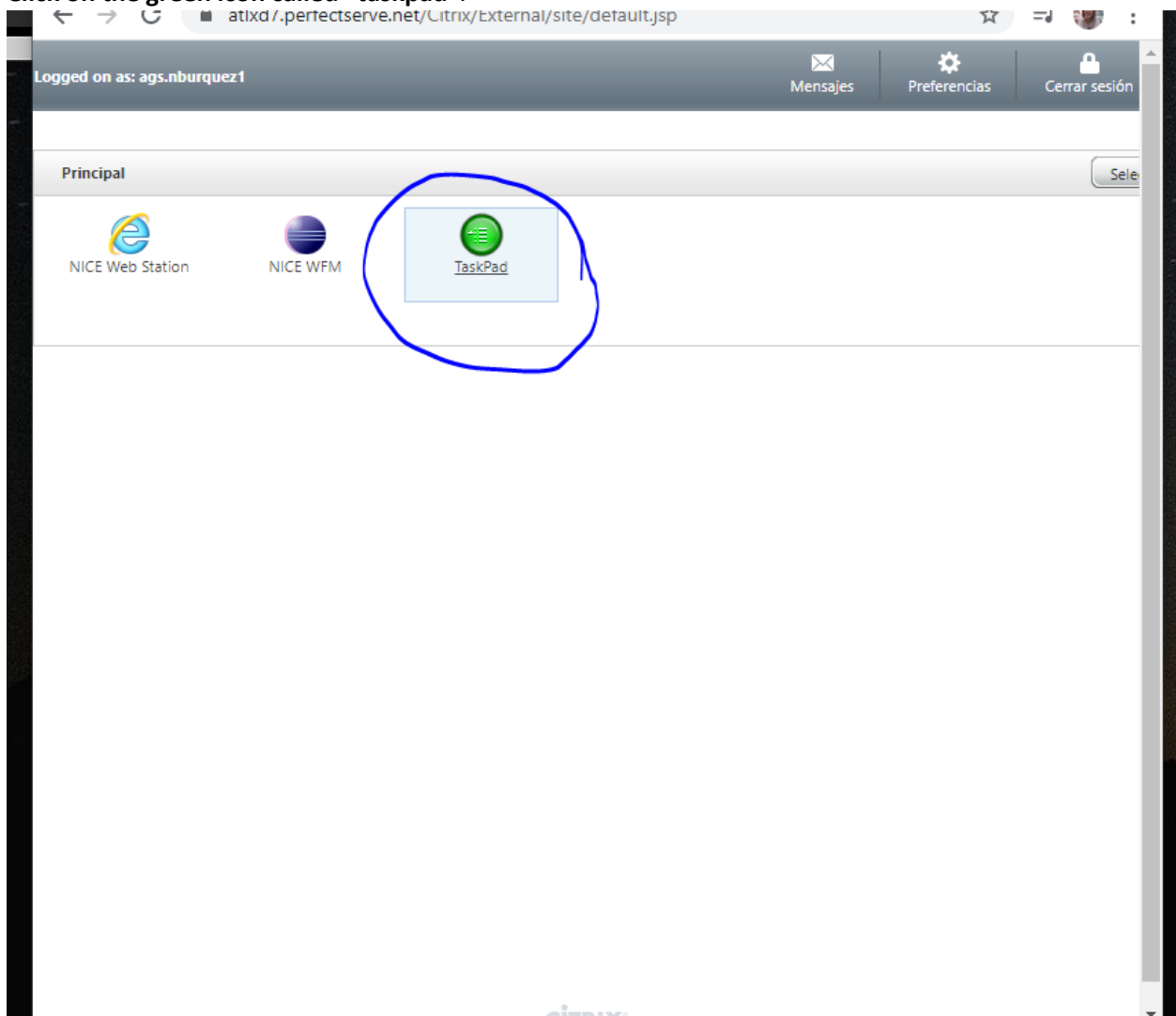
You will get a screen like the one seen below, click on “skip to log on” or “omitir para iniciar sesion”.



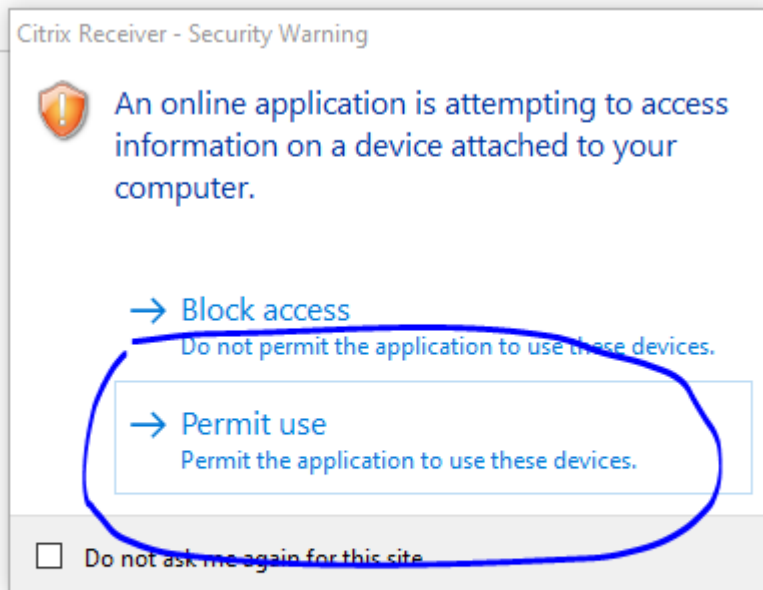
You will get a blue screen, click on the "ok" button.



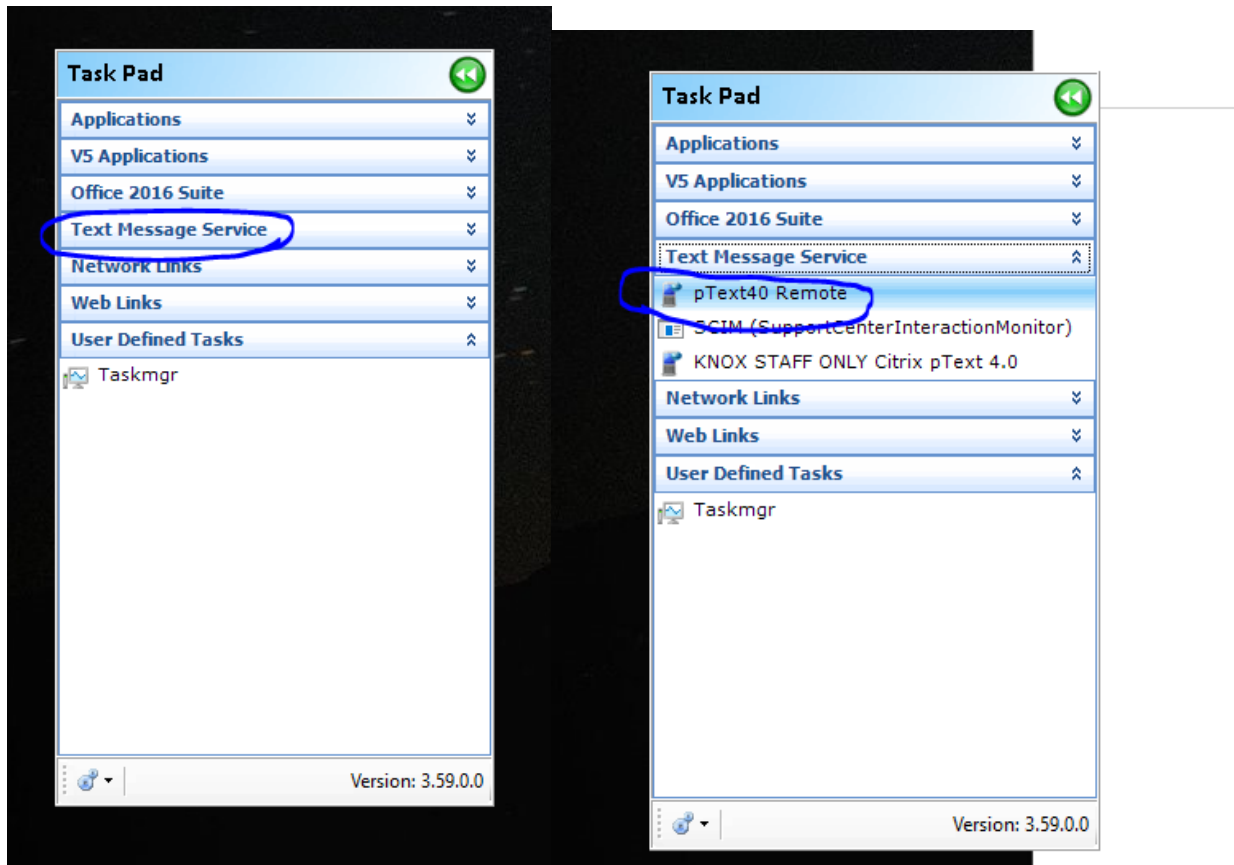
Click on the green icon called "taskpad".



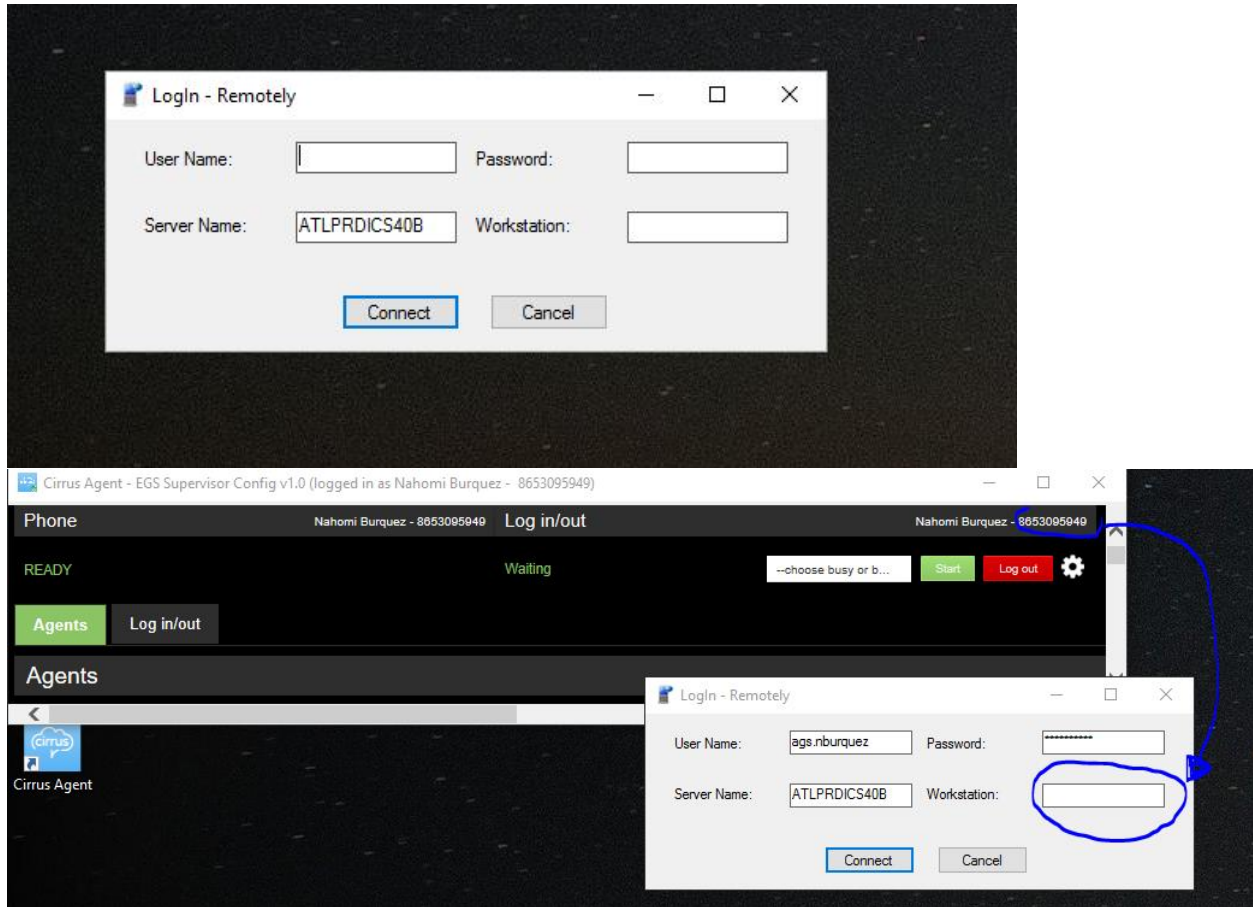
You will get a pop up window, click "permit use".



Once the Taskpad is open click on the dropdown menu titled "text message service" and from the options select "pText40 Remote".



It will then open a gray window your user will be “ags.” followed by your initial and last name. Password is usually the season it was when you started training and the year for example “Winter2020”. Workstation is the same phone number you have in your cirrus. Remember we never alter the server name.



Once your TMS (text message service) app is open you will have to go into the Queue by clicking on option and then queue activation. Then just change your status to available and you will be ready.

Text Messaging Application - 3.89.1.11 - (User: ags.nburquez Workstation: 8653095949 Server: ATLPRDICS40B) Queue Activation: Deactivated

File Options Help

USER INFORMATION

User's Name: Gender:

Phonetic Spelling:

Call ID	Duration	State	Caller

My Status:

CALLER INFORMATION

Caller Type: Hospital Name:

GREETING

TEXT MESSAGE

Third Attempt

0 of 160 characters

Text Messaging Application - 3.89.1.11 - (User: ags.nburquez Workstation: 8653095949 Server: ATLPRDICS40B) Queue Activation: Deactivated

File **Options** Help

USER INFORMATION

User's Name: Gender:

Phonetic Spelling:

Call ID	Duration	State	Caller

My Status:

CALLER INFORMATION

Caller Type: Hospital Name:

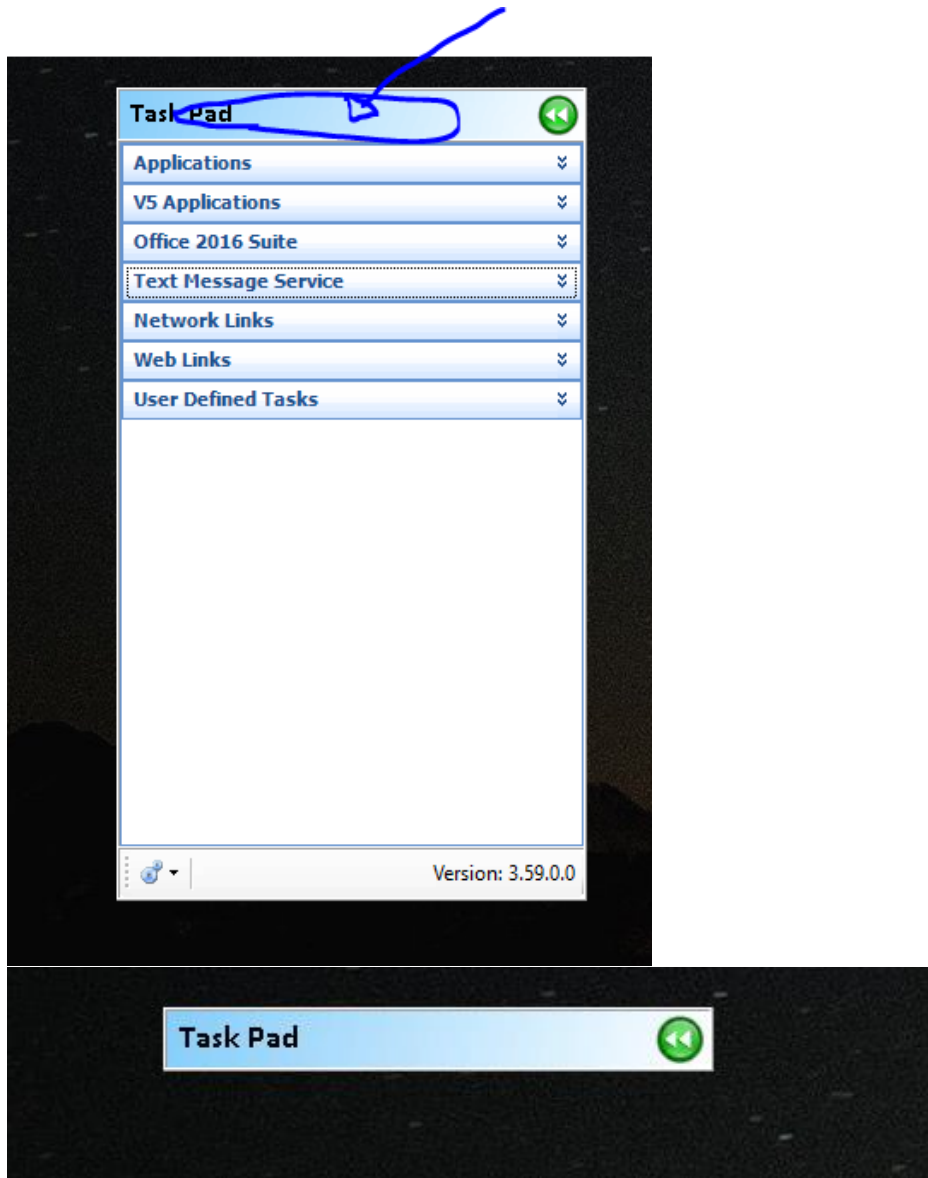
GREETING

TEXT MESSAGE

Third Attempt

0 of 160 characters

Useful tip: when you double click on the top part of the taskpad it will minimize into a bar that you can move around and put wherever it does not bother you while taking calls.



☺ Have a nice shift you are going to do a great job!