

# SUTUS



BC313

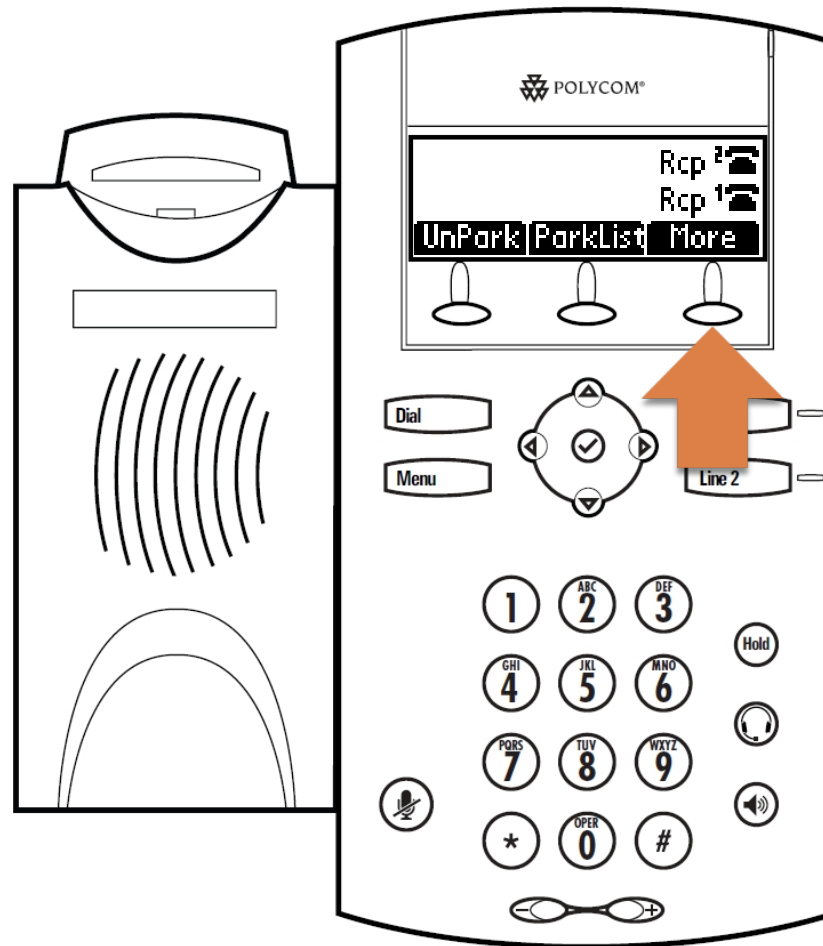
How To:

Use LiveCoach – Polycom IP 335

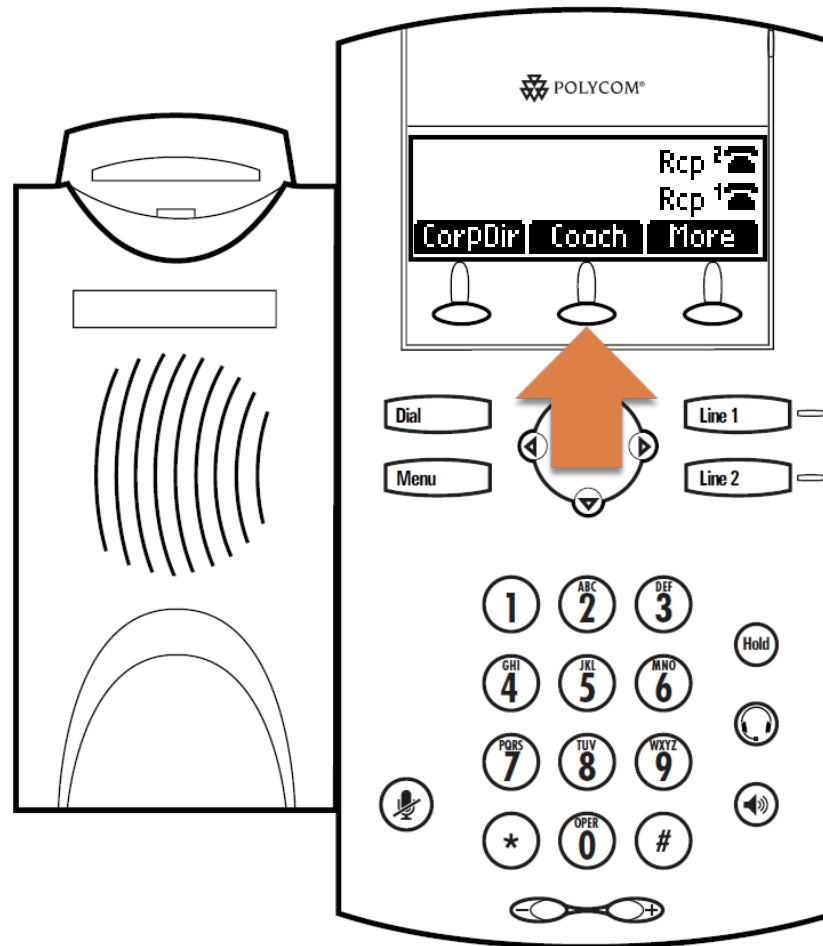
# About LiveCoach

- Business Central now enables managers to listen in on any active call in the system and coach the CSR.
- During a LiveCoach session, the manager can speak to the CSR on the call, and the customer will not hear the manager.
- Contact your system administrator for the LiveCoach password.

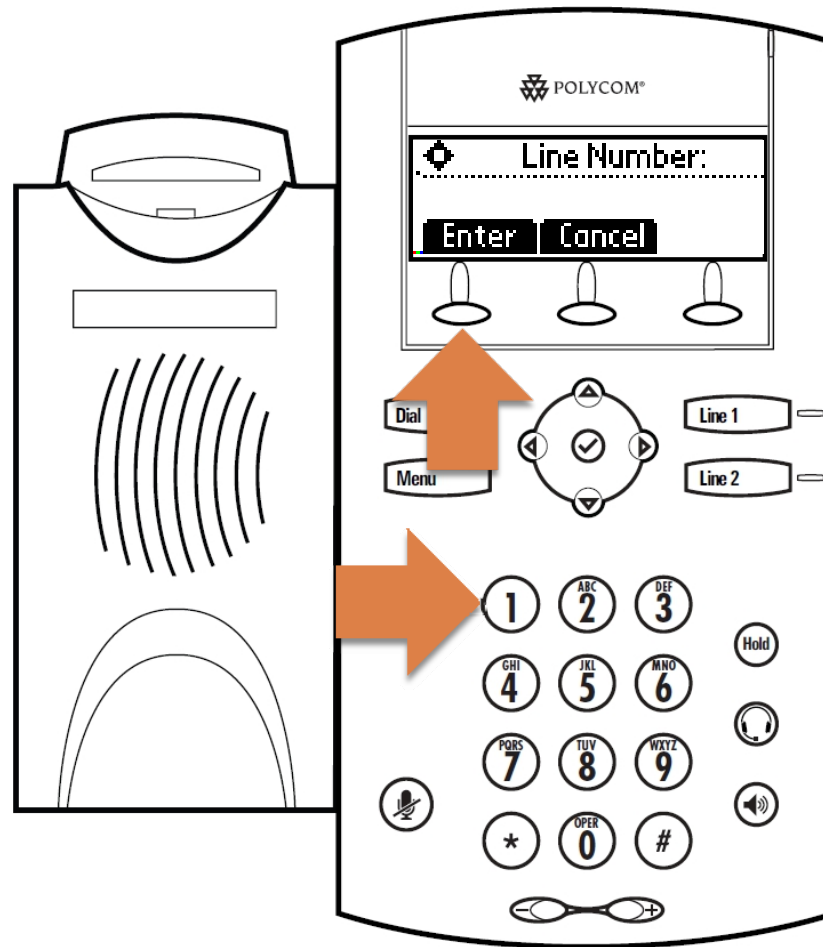
To coach a call, press the **More** soft key on an idle phone.



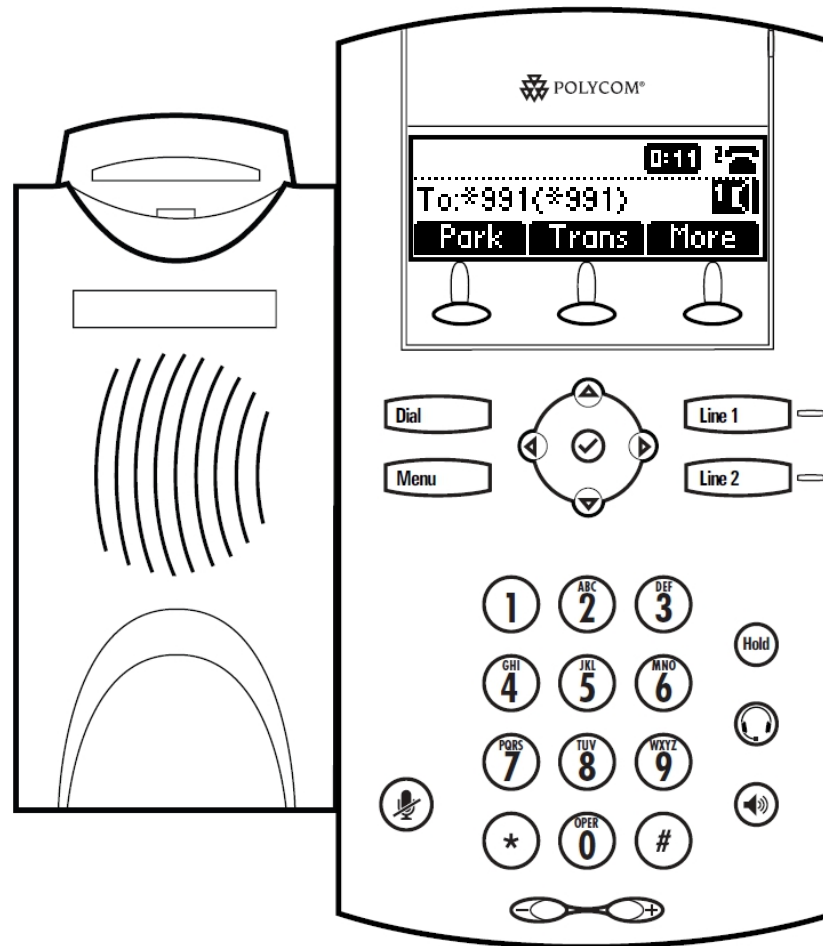
Press the **Coach** soft key.



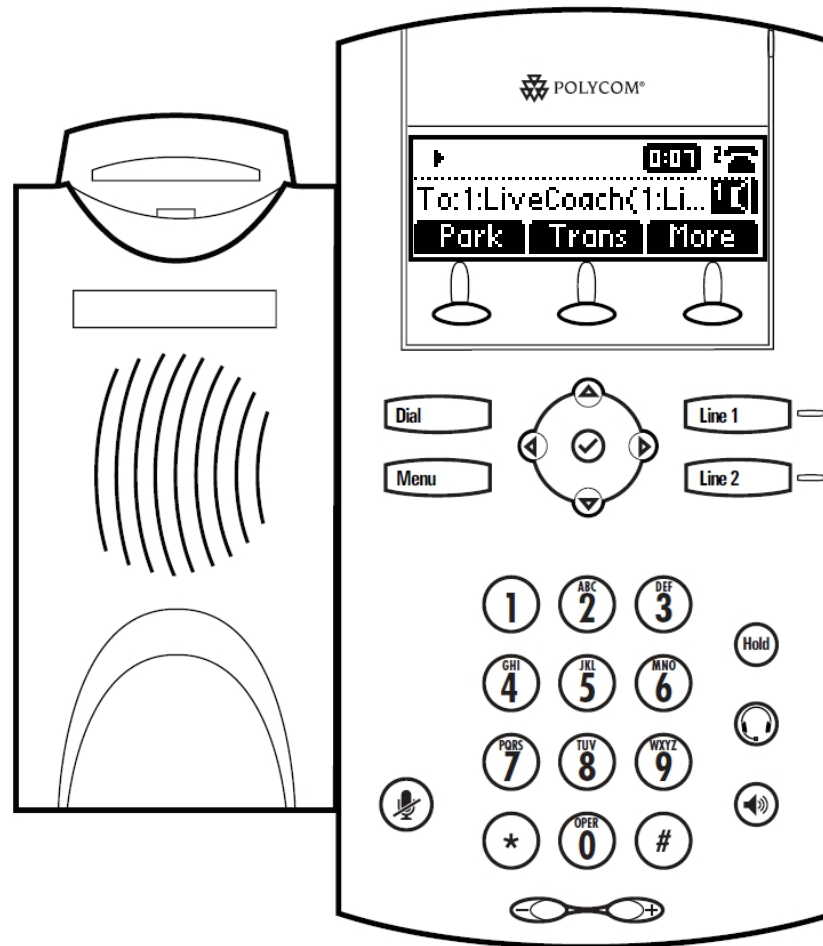
Enter the line number of the call to coach, and then press the **Enter** soft key.



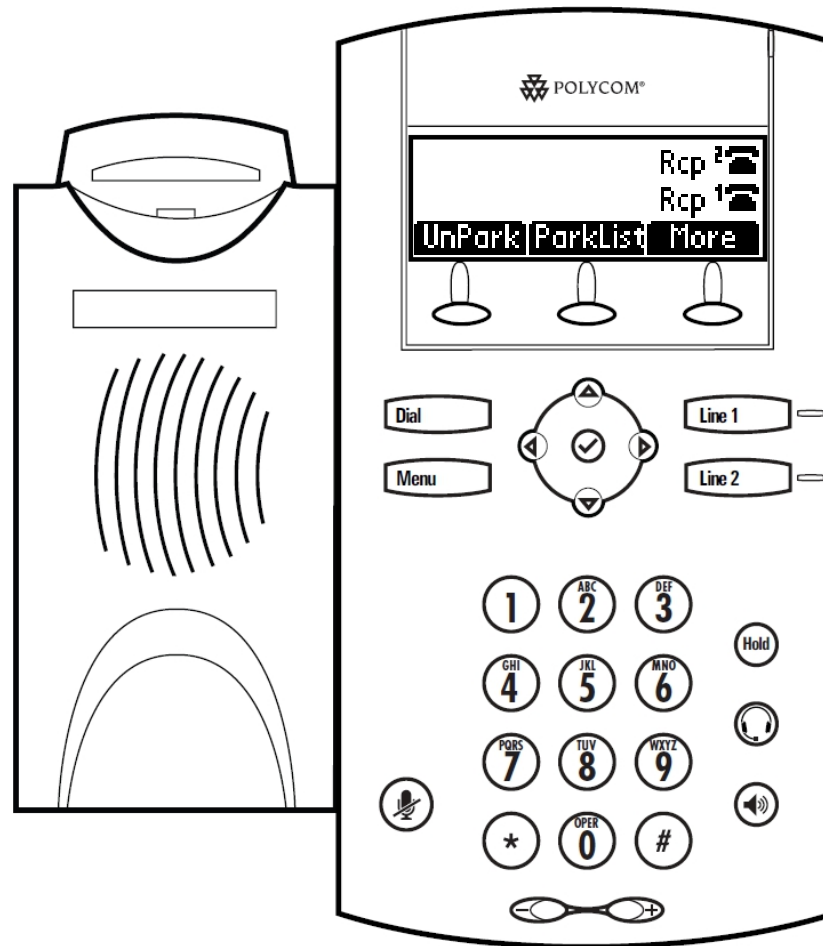
If prompted, enter the LiveCoach password.



Coach the CSR as needed. The caller will not hear your voice.



When you are finished coaching, hang up the phone.





# Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- [support@sutus.com](mailto:support@sutus.com)
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- [pizza@sutus.com](mailto:pizza@sutus.com)
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>