

SUTUS



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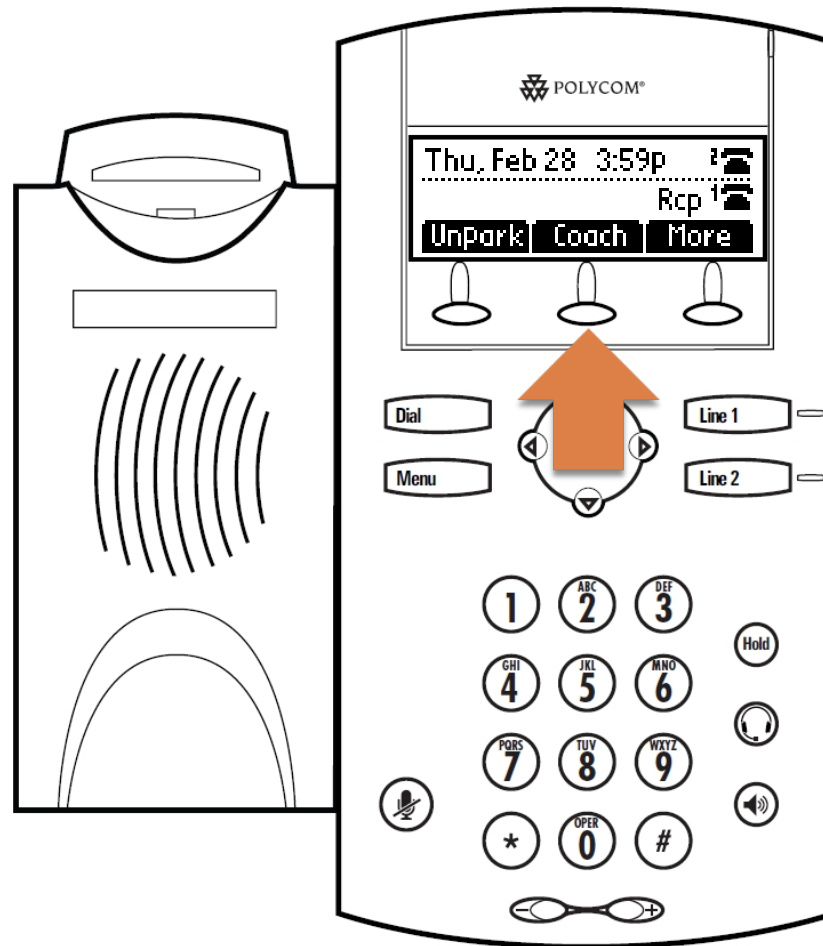
How To:

Use LiveCoach – Polycom IP 335

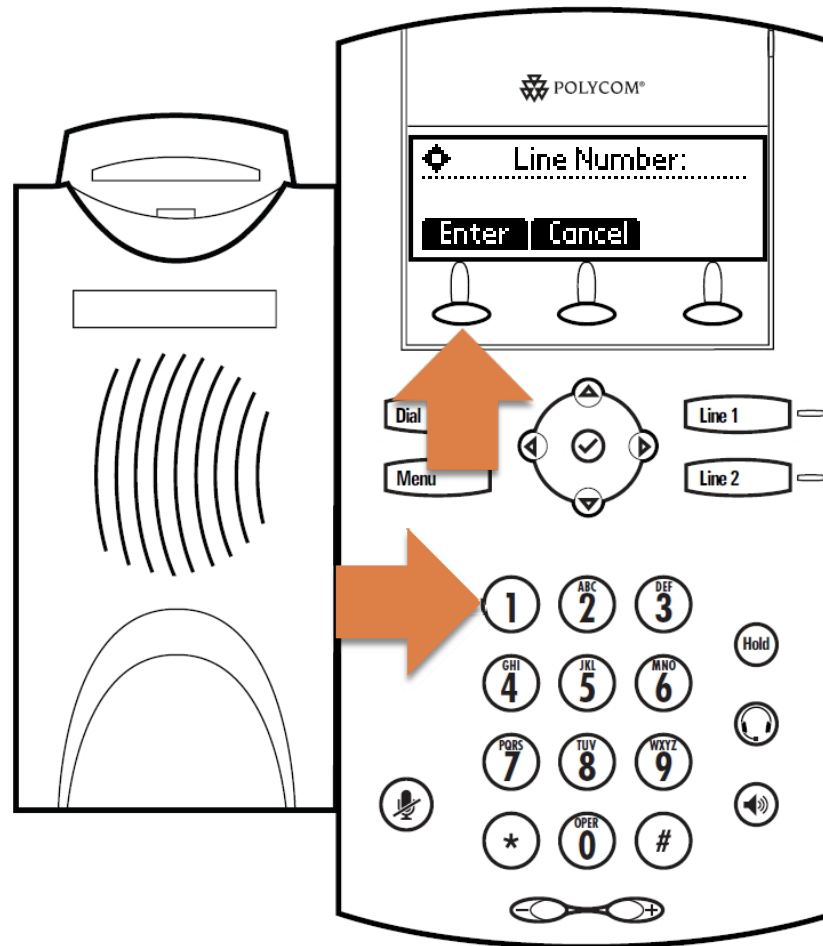
About LiveCoach

- 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.

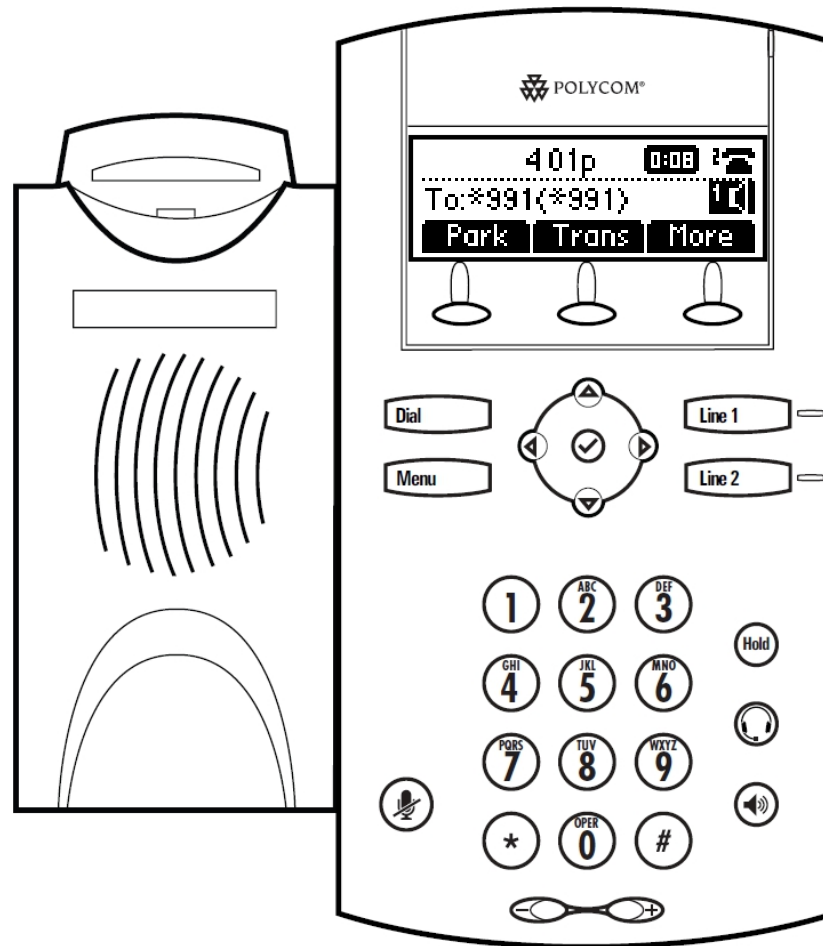
To coach a call, press the **Coach** soft key on an idle phone.



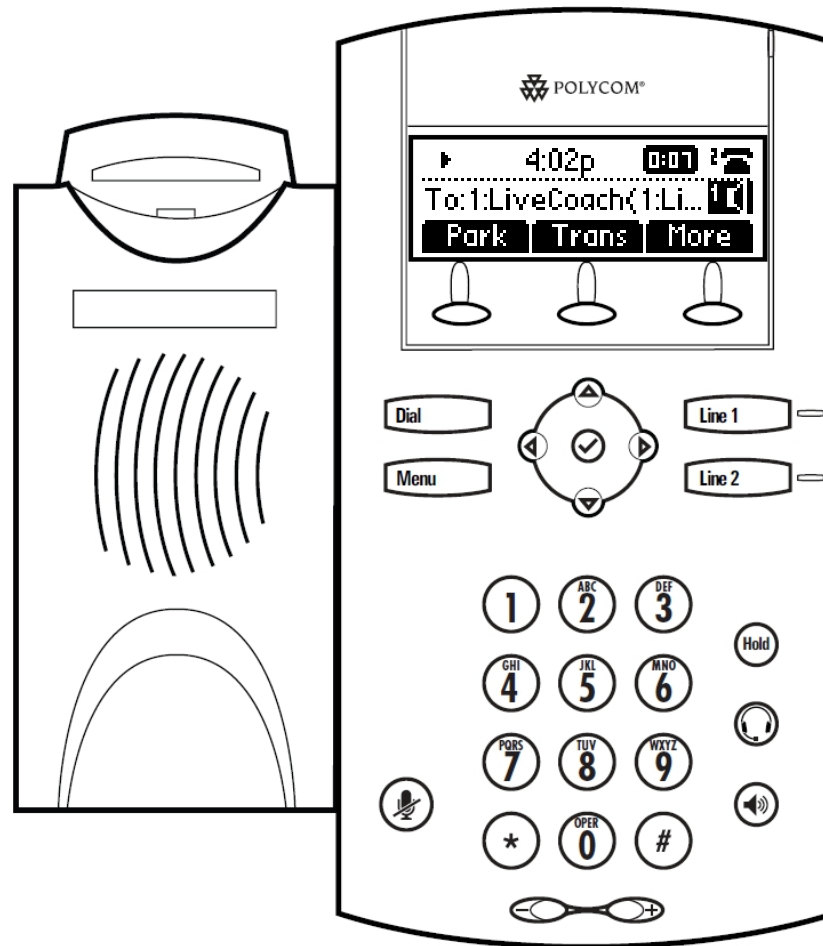
Enter the line number of the call to coach, and then press the **Enter** soft key.



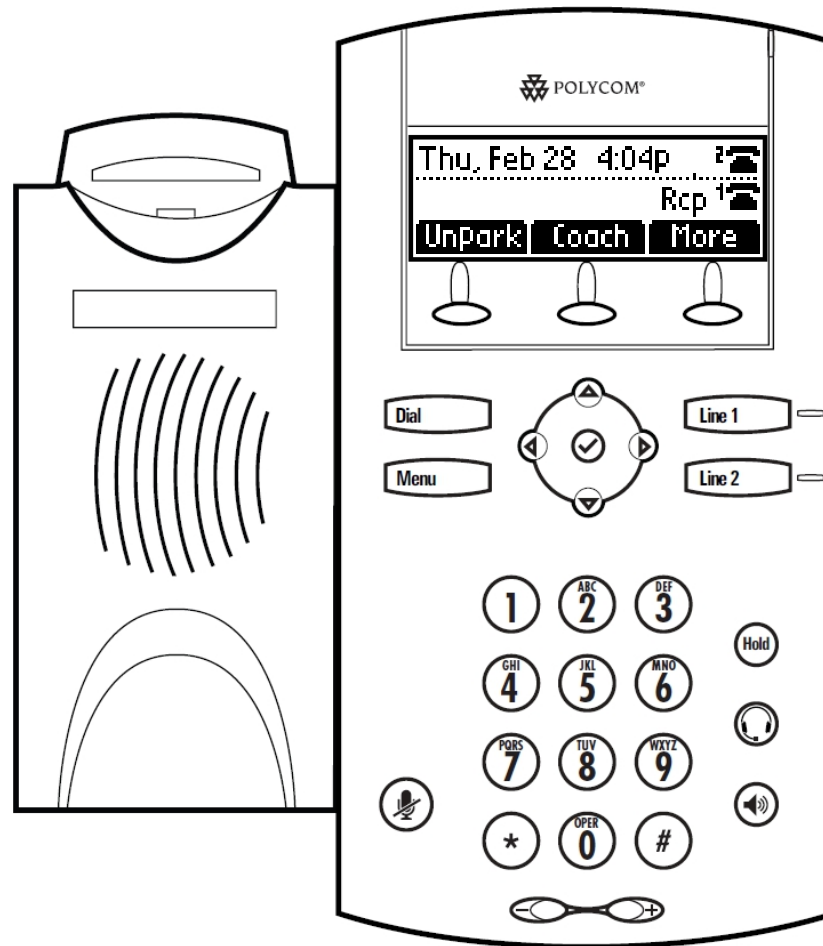
If prompted, enter the LiveCoach password.



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
- 1-866-291-0594

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

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

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