# Installation and Use of Business ConneCT (BCT)

In order to answer calls on a phone queue, you must use the BCT Software.

How to install the software:

1. Open Internet Explorer. The software cannot be installed with any other browser.
2. Navigate to http://it-s-nec2/bct/
3. Click the **Install** button in the middle of the web page.
4. A security warning will pop up. On this warning, click **Install**.
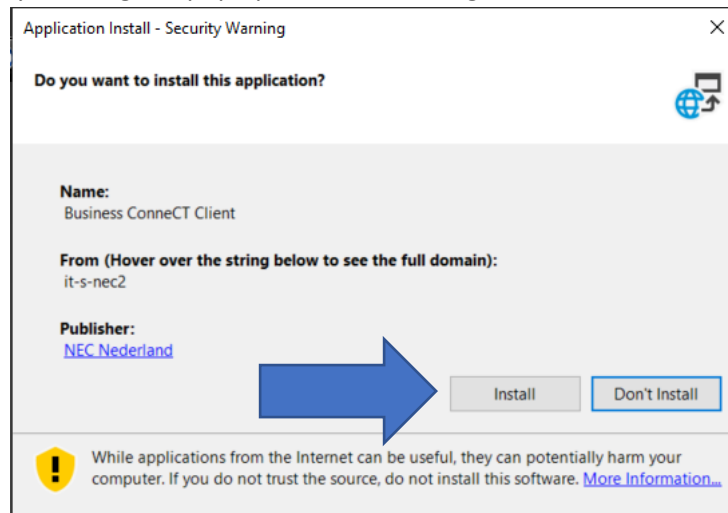
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5. The installer will download the application and install it.
6. If prompted by the Windows Defender Firewall, make sure all 3 boxes are checked and click **Allow Access**.
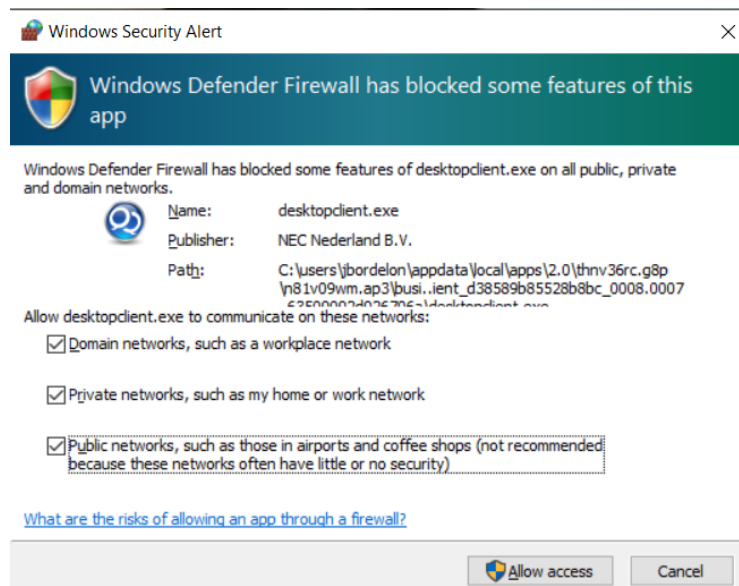
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7. After installation the software should log you in automatically based on your account used to log into Windows.

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## Basic BCT Usage

Notes to consider:

- You must be at your extension to take queue calls, queue calls cannot be forwarded.
- You must be logged into the computer with your own username. Generic accounts or another user's account will not work.
- Any time you have the BCT software open, you are using a license. If you are done taking calls for the day, please exit the software completely (Instructions below) to free the license up for other users.

1. You can find the Business ConneCT software by using the search bar, or find it in the program list in the start menu:
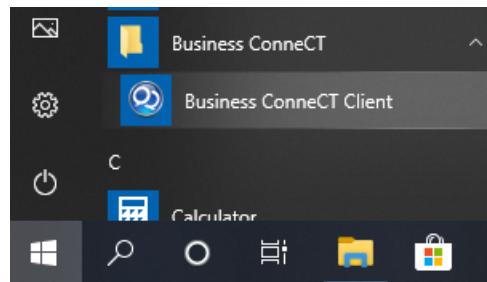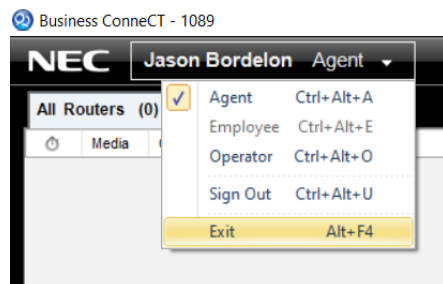
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2. When you open the software, it will log you in automatically.

3. If you need to step away from your desk for a moment, you can change your status using the menu bar at the top right:
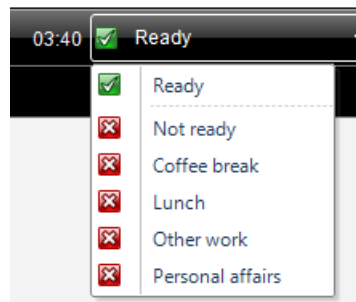
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4. While logged in and in a ready state, queue calls will go to your phone automatically. If multiple agents are logged in, calls will be distributed evenly among them.

5. When you are done taking calls, click your name at the top left, and chose **Exit**.

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