Systems and logins

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Reader group: All agents

In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

System	What it's for	Login
Phone and queue software	Taking calls, holds, transfers, status	Single sign-on
Client CRMs	Customer accounts for each client	Client-issued login; your team lead requests it
This knowledge base	Answers, playbooks and policies	Single sign-on
Workforce app	Schedules, swaps and time off	Single sign-on
QA portal	Your scores and coaching notes	Single sign-on

If something isn't working

1. Set your status to **Technical issue**, so you're not routed calls.
2. Post in the IT help channel with what you tried.
3. Tell your team lead if it takes longer than 10 minutes.

Never share your logins, and never write passwords down at your desk. Client audits check for both.