

Contact Center Agent

Presence - Agent Status

Taking Interactions

Ready to accept interactions

Available ✓

Not taking Interactions

On Break

Break ^

Away from Desk

Lunch Break

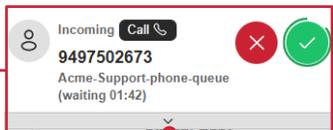
Work Offline

Work Offline v

Note: Further options are available if set up by an administrator.

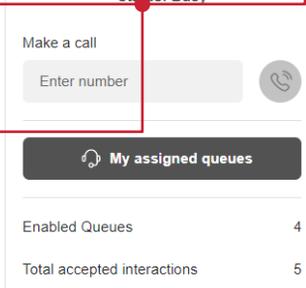
Inbound Interaction

Call panel pops at the top of the control panel



Details of incoming interaction, including type, are displayed

Select the **down arrow** to view further interaction details



Accept an Interaction

Select the **green tick icon** to accept the interaction

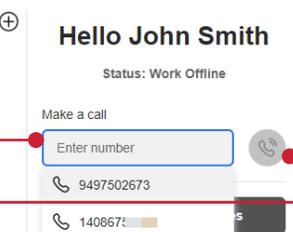


Note: If the screen pop fails to open, clean up your browser cache and cookies and log back in

Outbound Dial

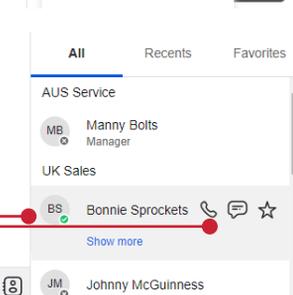
1. Internal or External

Enter a number



Select the **Dial icon**

Answer workplace phone



2. Internal Only

Select **Directory**

Select **Agent Name**

Select **Dial icon**

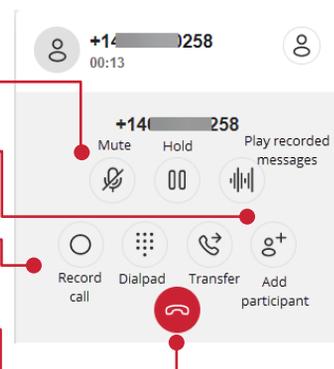
Call Controls

Mute, Hold, & Play recorded messages

Transfer Call, Add Participant to Call

Record Call, Access Dialpad

End Call



Transfer a Call to an Agent

1. **Cold**
Select the **Transfer Icon**

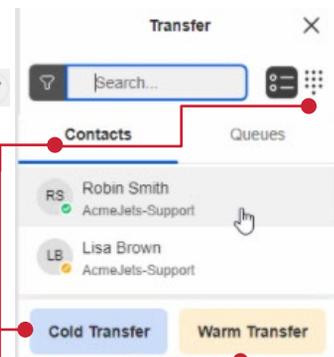
Use the **Dialpad**, or select an **Agent from Contacts list**

Select **Cold Transfer**

2. **Warm**
Select **Transfer Icon**

Use the **Dialpad**, or select an **Agent from Contacts list**

Select **Warm Transfer**



Once connected select **Transfer**



Transfer a Chat or Email to a Queue

Select the **Transfer icon**

Select the **Queue** to which the interaction is to be transferred

Select **Transfer**

