

Contact Center Agent

Presence – Agent Status

Taking Interactions
Ready to accept interactions

Not taking Interactions
On Break

Work Offline

Available

Break

Away from Desk

Lunch Break

Work Offline

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

Incoming Call

9497502673

Acme-Support-phone-queue (waiting 01:42)

Make a call

Enter number

My assigned queues

Enabled Queues 4

Total accepted interactions 5

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

Incoming Email

Batchelor, Oren

Acme-Support-email-queue (waiting 20d 07:07:16)

Outbound Dial

1. Internal or External
Enter a number

Select the **Dial icon**

Answer workplace phone

Hello John Smith

Status: Work Offline

Make a call

Enter number

9497502673

1408671

All Recents Favorites

AUS Service

MB Manny Bolts Manager

UK Sales

BS Bonnie Sprockets

Show more

JM Johnny McGuinness

2. Internal Only

Select Directory

Select Agent Name

Select Dial icon

MB Manny Bolts Manager

BS Bonnie Sprockets

Show more

JM Johnny McGuinness

Call Controls

Mute, Hold, & Play recorded messages

Transfer Call, Add Participant to Call

Record Call, Access Dialpad

End Call

+1408671258

00:13

Mute Hold Play recorded messages

Record call Dialpad Transfer Add participant

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

Search...

Contacts Queues

RS Robin Smith AcmeJets-Support

LB Lisa Brown AcmeJets-Support

Cold Transfer Warm Transfer

Merge calls 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

9497502673

Transfer

Search...

Contacts Queues

A-Z

Acme-Sales-chat-queue

Acme-Sales-phone-queue

Transfer