Inbound Caller ID and Outbound Caller ID Display

When an agent is offered a call to their agent desktop, the first place to look for the caller's information such as the caller id is on the "Transaction" tab. Please reference the screenshot of the control panel section of the agent interface on areas which display the caller's information.

When an agent places an outbound call for their agent desktop, the caller ID that is sent is the caller ID configured for the customer's tenant at provisioning.