

Presence – Agent Status

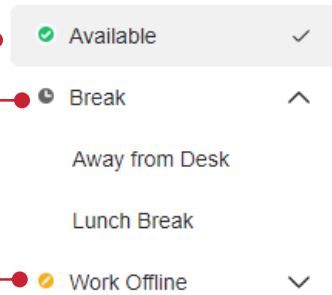
Taking Interactions

Ready to accept interactions

Not taking Interactions

On 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

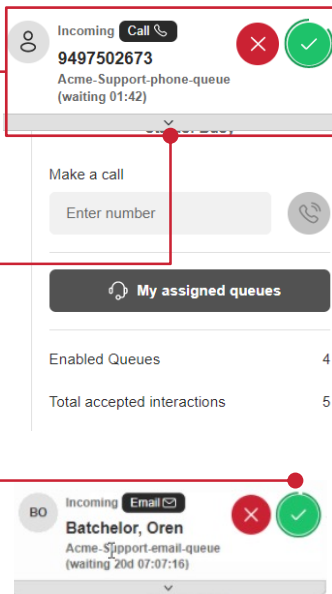
Details of incoming interaction, including type, are displayed

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

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

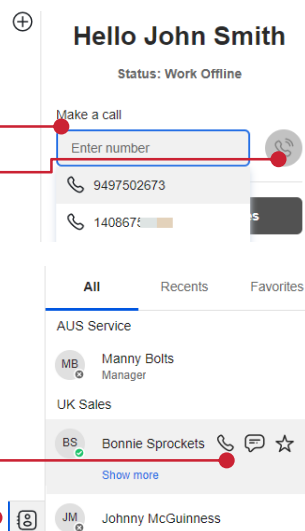
Select the **Dial** icon

Answer workplace phone

2. Internal Only

Select **Directory**

Select **Dial** icon



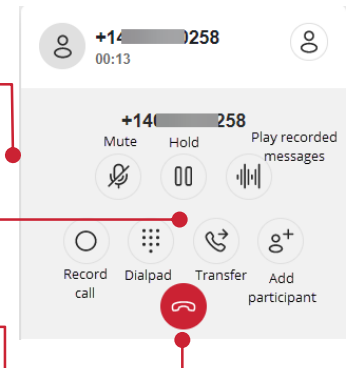
Call Controls

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**

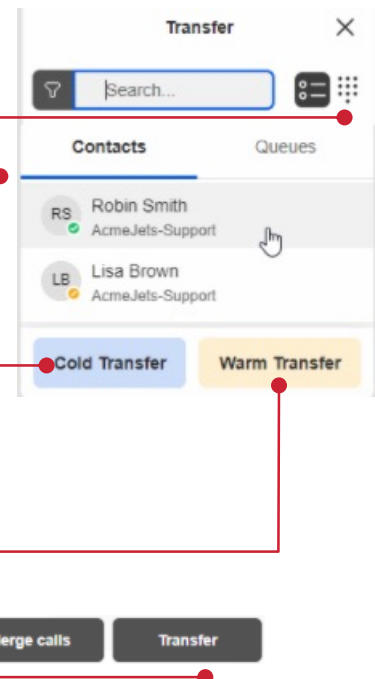
2. Warm

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**

