Getting Started

Select Call Centers to Monitor

1. At the top, right-hand side of the Queued Calls pane, click **Options** and select **Edit Queue Favorite Dialog** from the menu.

2. In the dialog box that appears, check the call centers to display.

3. Click **Save**. The selected call centers appear in the Queued Calls pane.

Select Your Outgoing Call Identity

1. In the Dialer, click **Outbound CLID** .

2. From the drop-down list, select the phone number to display when you are making a call.

NOTE: Any calls made directly from the physical phone will default to the outbound caller ID associated with that station.

Dial Ad Hoc Number

In the Dialer, enter the number to call and click **Dial** .

Handling Queue Calls

Queue Status Icons

- Call is waiting to be answered.
- Message is being played to caller.
- Call was reordered.

- Call was bounced.
- Service Mode icon/button.
- Message Waiting icon.

Position Call in Queue

1. In the Queued Calls pane, expand a Call Center panel.

2. Click the target call and then click **REORDER** for that call.

3. From the drop-down list that appears, select a new position. The call is placed at the new position in the queue.

NOTE: You cannot place a call ahead of a bounced call.

Retrieve Call from Queue

1. In the Queued Calls pane, expand a Call Center panel.

2. Click the target call and then click **RETRIEVE**. The call appears in the Call Console and you treat it as any other call.

Transferring a Call

Blind Transfer Call

Calls can be blind transferred while active, held, or ringing (in).

1. To transfer the call to an ad hoc number, enter the number in the Dialer and then click **Transfer**.

2. To transfer the call to a contact, click a contact in one of the contact's directories and then click **TXR** for that contact.

Transfer Call with Consultation

Calls can be transferred while active, held, or ringing (in).

1. Dial the number or contact to transfer the call over to.

2. When the call is answered, speak to the party.

3. From the Call Console, select the original call.

4. Move the mouse over the new call and click **TXR**.

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Phone States

Phone States/Monitor Agents

You monitor agents using the Agents panel located in the Contacts pane. This shows the real-time state of the agents who you supervise and it allows you to change the state of an agent.

The possible phone states when monitoring users are:

- 🟢 Idle
- 🔴 Busy
- 🟡 Ringing
- ⛔ Do Not Disturb
- 🔒 Private
- ➡️ Call Forwarding Always
- ⚪ Unknown

ACD States

Automatic Call Distribution (ACD) States
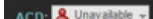
Your ACD state can be one of the following:

- 👤 **Available** – You are available to receive calls.
- 👤 **Unavailable** – You are not available to receive calls. Based upon settings by your administrator there could be unique unavailable codes.
- 👤 **Wrap Up** – You are wrapping up a call and you are temporarily unavailable to receive calls.

Change Agent's ACD State

1. In the Agents panel, click the agent and then click the **ACD** button for that agent.
2. From the drop-down list, select the new state.
3. If you selected Unavailable, you may also have to select an unavailability code.
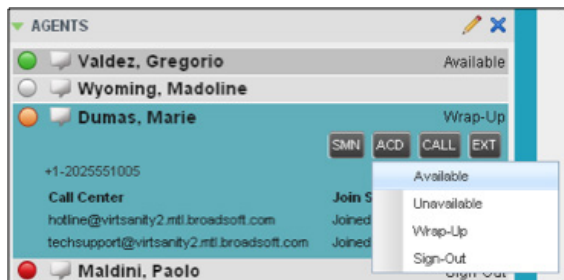
Change your own ACD State and Set Unavailable Code

1. At the top, right-hand side of the main window, click **ACD** states and then select your new state from the drop-down list.
2. If your administrator has setup specific unavailable codes, a list of codes to choose from appears. Select the code that best describes the reason for your unavailability .

Night Service Override

Enable Night Service Override or Forced Forwarding

1. In the Queued Calls pane, click the **Service Mode** in a Call Center panel.
2. In the Edit Queue Favorites dialog box that appears, check **Night Service Override** or **Forced Forwarding** for each call center for which you want to enable the service(s).
3. For Forced Forwarding, enter the forwarding destination.

NOTE: Forced Forwarding has precedence over Night Service Override.