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# **How to use Advanced Agent Commands**

There are several advanced commands, an agent can use when interacting with a customer; Consult, Conference, Blind/attended transfer and Call recording. These commands are available for any kind of interaction (voice, chat, email) .



A detailed call information window. At the top, it shows a phone icon, the number '6464488797', and the duration '00:00:17'. Below this is a list of call attributes, each with an icon and a text input field. The attributes are: Type (checkmark icon, 'Incoming Telephony'), State (red X icon, 'Handling'), Customer (phone icon, empty), Entry Time (clock icon, '10:35 AM'), Origin (phone icon, '6464488797'), Destination (phone icon, 'Channel'), Business Process (phone icon, 'Technical Support'), Demands (green arrow icon, empty), Waiting Time (orange circle icon, '00:00:00'), Remarks (document icon, '0'), Links (arrow icon, empty), Previous Attempts (phone icon, '0 previous attempts'), and Completion status (phone icon, 'Handled'). At the bottom left is a '123' icon, and at the bottom right is a 'Telephony Sessions' dropdown menu. The word 'Telephony' is written vertically on the right side of the window.

## Consult:

To consult with a 3<sup>rd</sup> party, click on the consult icon  and then select the consulting destination by one of the following options: Dial Pad, Address Book or Recent tab:



The screenshot shows a telephony interface with a top status bar and a main window. The status bar includes a checkmark, the text 'agent2', a phone icon, the number '6464488797', a timer '00:00:10', a red 'X' icon, a microphone icon, a plus sign, and the time '10:55 AM'. The main window displays a call log entry for '6464488797' with a timer of '00:00:10'. The call details show 'Type: Incoming Telephony' and 'State: Handling'. A consult icon (two people) is highlighted with a callout box that says 'Click to Consult'. Below the call details is a dial pad with buttons for digits 1-9, \*, 0, and #. At the bottom, there are tabs for 'Contacts', 'Recent', 'Dial', and 'Business Processes'. The 'Dial' tab is active, showing a 'Previous Attempts' field with '0 previous attempts' and a 'Completion status' dropdown set to 'Handled'. A 'Telephony Sessions' dropdown is also visible at the bottom.


While connected with a consulting 3<sup>rd</sup> party, the initial interaction with the customer is put on hold. During the consultation period you have the following options:




- Return to the interaction with the customer after a brief with a 3<sup>rd</sup> party consultant
- Transfer the customer to the 3<sup>rd</sup> party consultant
- Toggle the interaction between the parties
- Create a conference

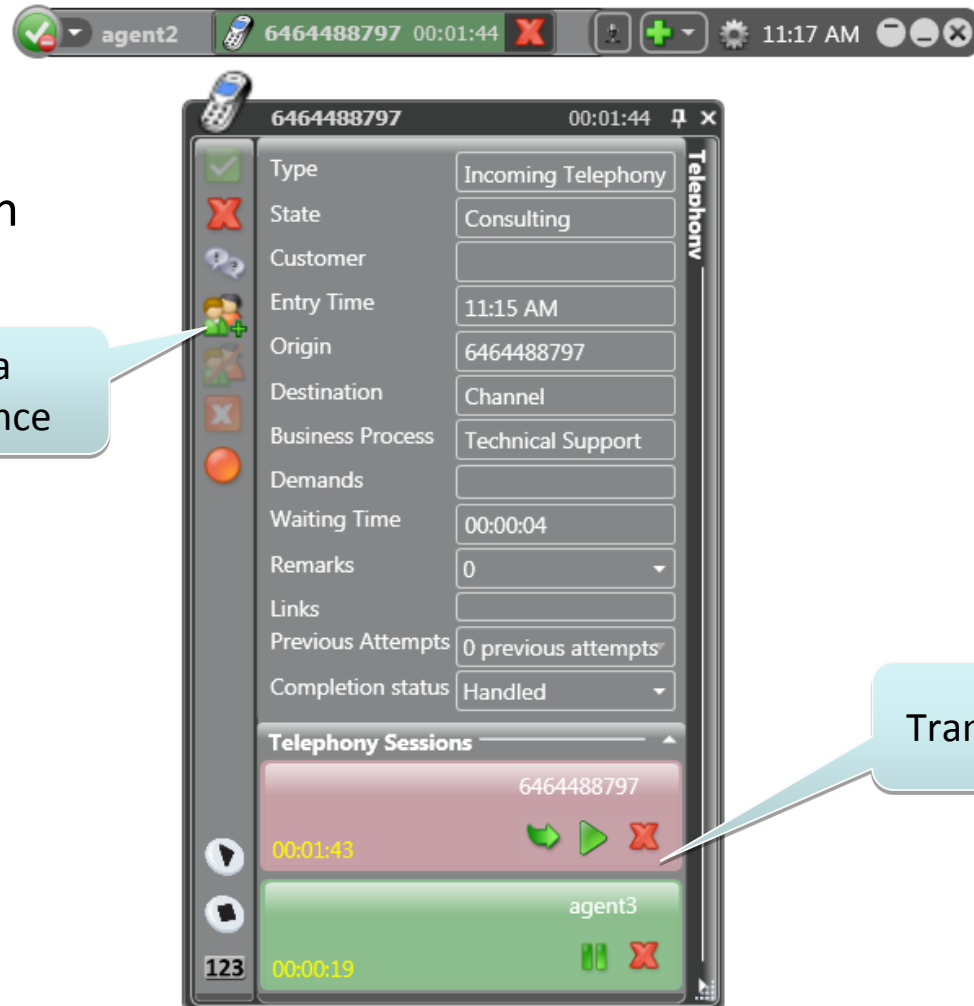
The red background indicates the leg on hold  
The green background indicates the active leg

Session	Participant	Time	Status
6464488797	Customer	00:01:43	On Hold (Red)
agent3	Agent	00:00:19	Active (Green)

To transfer the customer to the 3rd party consultant (attended transfer), click on the green arrow  within the customer interaction area and the call will be transferred to the 3rd party .

To start a 3-way conference call click on the start conference icon 

Start a conference



The screenshot shows a telephony interface with a top status bar and a main call details panel. The top status bar includes a green checkmark icon, the text 'agent2', a phone icon, the number '6464488797', the time '00:01:44', a red 'X' icon, a plus icon, a gear icon, and the time '11:17 AM'. The main panel has a title bar with a phone icon, the number '6464488797', and the time '00:01:44'. The panel contains a list of call details with icons on the left: a green checkmark, a red 'X', a plus icon, a start conference icon (two people with a plus), a plus icon, a red 'X', and an orange circle. The details include: Type: Incoming Telephony; State: Consulting; Customer: (empty); Entry Time: 11:15 AM; Origin: 6464488797; Destination: Channel; Business Process: Technical Support; Demands: (empty); Waiting Time: 00:00:04; Remarks: 0; Links: (empty); Previous Attempts: 0 previous attempts; Completion status: Handled. Below this is a 'Telephony Sessions' section with two rows. The first row is for the current call (6464488797) with a duration of 00:01:43 and icons for a green arrow, a green play button, and a red 'X'. The second row is for 'agent3' with a duration of 00:00:19 and icons for two vertical bars and a red 'X'. A call transfer icon (a green arrow pointing right) is located between the two sessions.



Transfer a call

Both the interaction are now connected into the 3-way conference:

The screenshot shows a telephony interface with a top status bar and a main call log. The top status bar displays 'agent2', the phone number '6464488797', a duration of '00:00:36', and a 'Stop' button (red 'X' icon). The main call log shows a list of calls. The first call, with number '6464488797' and duration '00:00:36', is highlighted in green, indicating it is in a conference. The second call, with number 'agent3' and duration '00:00:20', is also highlighted in green. A call button with a red 'X' icon is highlighted by a callout box labeled 'Stop a conference'.

Call ID	Duration	Status
6464488797	00:00:36	In Conference
agent3	00:00:20	In Conference

Additional parties can be added to the conference:

Use the consult icon  to initiate the new call and click on the plus icon  to connect the party to the conference.




The screenshot shows a telephony interface with a top status bar and a main details panel. The status bar includes a checkmark, 'agent2', a phone icon, '6464488797 00:00:36', a close icon, a plus icon, a gear icon, and '11:47 AM'. The main panel is titled '6464488797 00:00:36' and 'Telephony'. It contains a list of fields with icons on the left: a green checkmark, a red X, a consult icon, a plus icon, a plus icon with a person, a red X, and an orange circle. The fields are: Type (Incoming Telephony), State (In Conference), Customer, Entry Time (11:46 AM), Origin (6464488797), Destination (Channel), Business Process (Technical Support), Demands, Waiting Time (00:00:09), Remarks (0), Links, Previous Attempts (0 previous attempts), and Completion status (Handled). Below this is a 'Telephony Sessions' section with two entries: one for '6464488797' with a duration of '00:00:36' and another for 'agent3' with a duration of '00:00:20'. Each session entry has a plus icon, a person icon, a green bar, and a red X icon. A '123' icon is visible in the bottom left corner of the main panel.

Initiate the new call

Connect the new party to the conference

## Blind transfer:

The blind transfer option is used to transfer an interaction immediately, without consulting first. Click on the green arrow  and then select the transferring destination using one of the following options: Dial Pad, Address Book or Recent tab to transfer the interaction:





## Record a call:



6464488797		00:00:09
✓	Type	Incoming Telephony
✗	State	Handling
🗨️	Customer	
🕒	Entry Time	12:21 PM
👤	Origin	6464488797
📍	Destination	Channel
🔄	Business Process	Technical Support
➡️	Demands	
🕒	Waiting Time	00:00:00
📝	Remarks	0
🔗	Links	
🔄	Previous Attempts	0 previous attempts
📄	Completion status	Handled

123 Telephony Sessions

Start recording

To stop recording click the blue icon.

A window titled '6464488797' with a duration of '00:00:42'. It contains a list of call details with icons on the left and text input fields on the right. A blue square icon with a white arrow pointing right is highlighted by a callout box that says 'Stop recording'.

✓	Type	Incoming Telephony
✗	State	Handling
🗣️	Customer	
🕒	Entry Time	12:21 PM
👤	Origin	6464488797
📞	Destination	Channel
✗	Business Process	Technical Support
➡️	Demands	
👤	Waiting Time	00:00:00
📝	Remarks	0
🔗	Links	
🔄	Previous Attempts	0 previous attempts
📄	Completion status	Handled

The recorded conversation will be stored for future reference and can be retrieved only by the supervisor



Thank you!

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