

Call Center Agent Web Client



Function Key:

1. Call Console
2. Contact Directories
3. Dashboard
4. Global Messaging Area

1. Call Console

The Call Console is where you manage your current calls. It contains the following:

- a) The main area of the Call Console lists your current calls
- b) **Dialer** – allows you to make ad hoc calls and redial up to 10 of the most recently dialed numbers.
- c) **Conference Panel** – lists call legs of your current conference call

Note: For each call, the name and the phone number of the remote party (if available), the call state, duration of the call, and for held calls, the time the call has been on hold, are displayed.

3. Dial

To dial someone you may do 1 of 4 things...

- a) In the Contacts pane, expand the target directory, click on the contact and then click **Call** for that contact or **MOB** to dial a mobile number
- b) In the Dialer, enter the number and click **Dial**
- c) Up to 10 previously dialed numbers are available: In the Dialer, click **Redial**. A list of recently called numbers will appear, click the number you wish to redial.
- d) Click **Call History**, In dialog-box, select *Placed*, *Received*, or *Missed Calls* from drop-down list. Click a call log and the click **Call**.
- e) End Call: In the Call Console, click **END**

2. Contact Directories

The Contact Directory allows users to view employees within your company, call state, as well as any hunt groups that were created during the implementation process.

The Pane lists available contact directories:

- a) Group/Enterprise – Contacts in your enterprise or location
- b) Common – Contacts in your groups Common Directory
- c) Personal – Contacts in your Personal directory
- d) Supervisors – Supervisors available to the agent
- e) Speed Dial – Speed dial numbers configured for your Speed Dial 8 and/or Speed Dial 100
- f) Queues – Your call centers.

Note: The Contacts Pane also contains the Search feature, which you use to search for contacts, and the Directories Panel, which consolidates the contacts from several directories.

The Icons underneath the "Status" row will change color depending on the employees call state. These are as follows;

- Available
- Phone is ringing/Wrap Up
- DND Activated
- On a call or busy.
- Call Forward Activated

Quick Reference Guide: Call Center Agent Web Client

4. Answer/Hold


- In the *Call Console*, click **ANS** icon on incoming call.
- Click **HOLD** icon on call.
- To retrieve the call, click **ANS** icon.

6. Conferencing


Multiple parties can be joined in an ad-hoc conference. When one call is active, to initiate a 3-Way Conference:

- Put the first party on hold in the control panel
- Click **Call** on the employee (located in the contact directory)
- Once third party picks up, click on the **CONF** icon next to the original callers name.
- The calls are moved to the *Conference Call Panel*.
- To hold/resume Conference Call select **“Hold”** and **“ANS”**, in the *Conference Panel*.
- To hold/resume a conference participant, select **“Hold”** and **“ANS”** on the conference participant.
- To leave the conference select the **Leave** icon on the *Conference Call* panel header. The other parties stay connected but the calls are removed from the *Conference Call* panel.
- To end the conference, select the **End** icon in the *Conference Call* panel header. Conference Call is terminated.


7. Make Emergency Call to Supervisor

When on a call, click **Emergency**  in the *Supervisors* panel to let the system select a supervisor, or click an available Supervisor and then click **EMER** for that supervisor.

9. Blind Escalate Call to Supervisor

- While on a call, click **Escalate**  in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for the supervisor. The new call appears in the *Call Console*.
- In the *Call Console*, select the original call.
- Without waiting for the supervisor to answer, move the mouse over the call to the supervisor and then click **TXR**.

11. Escalate Call with Consultation

- While on a call, click **Escalate**  in the *Supervisors* panel to let the system select a supervisor, or click on an available supervisor and then click **ESC** for that supervisor.
- When the call is answered, consult with the supervisor
- In the *Call Console*, select the original call
- Move the mouse over the new call and then click

5. Transferring


When on an active call, users can transfer the call to an employee in the Contact Directory.

To initiate a transfer


There are 3 types of transfer: Blind, Consulted, and Voicemail.

- Blind Transfer: Transfers a call without consultation.** In the *Call Console*, select the call to transfer. To transfer to an ad hoc number enter the number in the *Dialer* and then click **Transfer**. To transfer a call to a contact, click a contact in one of the *Contact* directories and click **TRF** for that contact.
- Consulted Transfer: Allows users to consult with the third party before completing the transfer.** Dial the number or employee to transfer the call over to. When Call Is answered, speak with the third party. In the *Call Console*, select the call to transfer and click **TRF**.
- Voicemail Transfer: Transfers a call straight into voicemail.** Select the employee you wish to transfer to and click **VM**
- Transfer to Queue:** In the *Contacts* Pane, expand the *Queues* panel. Click on the queue you wish to transfer the call to and then click **TRF** for that queue.

8. Escalate Call with Conference or Hand Over

- While on a call, click **Escalate**  in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor.
- When the call is answered, consult with the supervisor
- In the *Call Console*, select the original call
- Move the mouse over the call to the supervisor and click **CONF**. The call appears in the *Call Console* panel.
- To hand over the call to the supervisor click **LEAVE** in the *Conference Panel*. The customer and supervisor continue their conversation.

10. Escalate Call with Mid-Conference Hold

- While on a call, click **Escalate**  in the *Supervisor* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor.
- When the call is answered, consult with the supervisor.
- In the *Call Console*, select the original call.
- Move the mouse over the call to the supervisor and then click **CONF**.
- To put the conference on hold, click **HOLD** in the *Conference Call* panel header. The other parties continue their conversation and the calls stay in the *Conference Call* panel.


12. Tag ACD Call with Disposition Codes

More than one disposition code can be assigned to a call.



To assign disposition codes to a current call:

- a) In the *Call Console*, click the call.
- b) From the list that appears, select a disposition code. The code is applied to the call.

To assign disposition codes in Wrap-Up:

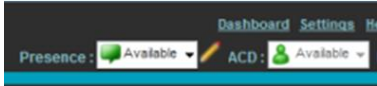
- a) When in Wrap-Up, click **Disposition Code**  in the *Call Console* header.
- b) From the drop-down list that appears, select a code. The code is applied to the last released call.

14. Monitor Call Centers

- a) In the *Dashboard* pane, click **Options**  and select the *Select Queues* option. The *Select Queues* dialog box appears.
- b) Check the call centers you want to monitor and click **Save**.
- c) Click **Options**  again and click *Select Visible Fields*.
- d) In the *Select Fields* dialog box, check *Select All* to display all performance indicators. Alternatively, to show or hide some performance indicators, check or uncheck the corresponding check boxes.
- e) Click **Save**. The *Dashboard* displays the selected performance indicators for the selected call centers.

13. Change your ACD State and Set Unavailable Code

- a) At the top right-hand side of the main window, click **ACD** states and then select your new state from the drop-down list.
- b) If the *Unavailable Codes* feature is enabled and you select *Unavailable* as our ACD state, a list of codes to choose from appears. Select the code that best describes the reason for your unavailability.



15. Thresholds (Coming Summer 2015)

Your Administrator can set yellow and red thresholds for some of the measurements. When a threshold is crossed, the measurement is displayed in the color corresponding to the crossed threshold. Red thresholds have higher severity than yellow thresholds. The fields that provide visual indicators are *Calls in Queue*, *Longest Waiting Time*, *Estimated Wait Time*, *Average Handling Time*, and *Average Speed of Answer*.

Dashboard			
Account			
Current Calls in Queue	8/10	Longest Waiting Call	05:16
EWT	01:55	AHT	01:45
ASA	00:16	Staffed	3/9
Technical			
Current Calls in Queue	2/20	Longest Waiting Call	00:00
EWT	04:30	AHT	04:30
ASA	00:15	Staffed	1/5