EVOLVE CONTACT

How to Handle Incoming Calls

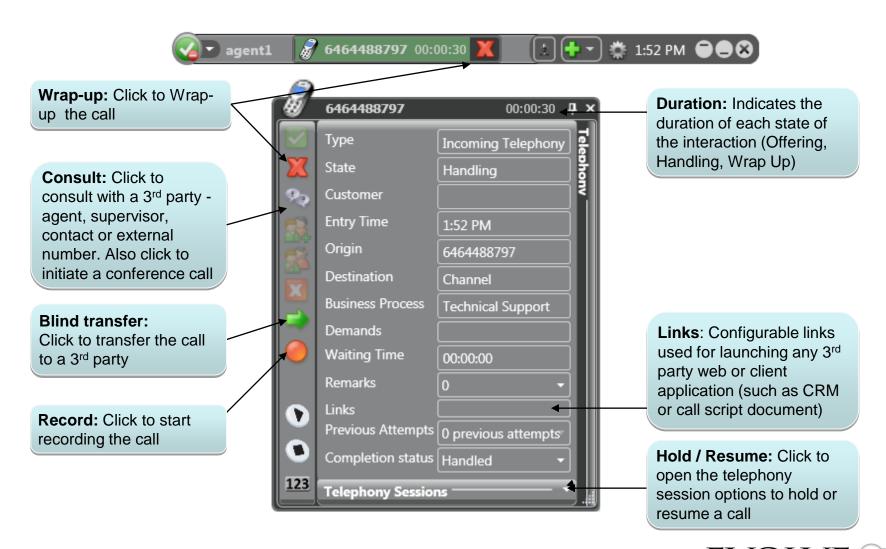EVOLVE IP
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Offering stage: Click ✅ on the Agent Console, or on the interaction information panel (offering screen)

Accept: Click on either one of the green check marks to accept an incoming call

Reject/Decline: Click to reject or decline an incoming call and return it to the queue

Waiting time: Indicates how long the customer has been waiting in queue for an agent to answer

Type: Indicates that this is an incoming voice call

Origin: Shows the customer's originating details (caller ID phone number, name or email address)

Business Process: Shows the department that the customer selected in the IVR

agent1   6464488797 ✅   🎤 ➕ ⚙ 1:52 PM ⊖ ⊟ ⊗

6464488797

Type	Incoming Telephony
State	Offered
Customer	
Entry Time	1:52 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	

Telephony Sessions

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Handling stage: The Agent Console Information panel displays several fields of information:

Wrap-up: Click to Wrap-up the call

Consult: Click to consult with a 3rd party - agent, supervisor, contact or external number. Also click to initiate a conference call

Blind transfer: Click to transfer the call to a 3rd party

Record: Click to start recording the call

Duration: Indicates the duration of each state of the interaction (Offering, Handling, Wrap Up)

Links: Configurable links used for launching any 3rd party web or client application (such as CRM or call script document)

Hold / Resume: Click to open the telephony session options to hold or resume a call

Type	Incoming Telephony
State	Handling
Customer	
Entry Time	1:52 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

6464488797   00:00:30

Telephony Sessions

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Wrap Up Stage: When you have completed handling an interaction your state will change to **Wrap Up**, allowing you to perform wrapping up tasks e.g. add remarks, selecting disposition code and use the interaction's data on other applications (i.e. CRM).

Complete: Click to override the wrap-up time and complete the call handling immediately

Wrap-up state: Indicates that you are currently wrapping up the interaction

Remarks: Use the Remarks field to enter any comment you have about the interaction. Click to open the combo box

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Thank you!

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