

Call Center - Agent

The Call Center Web Agent is a web based application that provides web-based, point-and-click call control, ACD state functions (sign-in, sign-out, unavailable, available, and wrap-up, etc.) and emergency escalation. This client gives agents access to the company directory, call logs, and supervisor availability for escalation. Agents can view call information such as calls in queue and how long the caller has waited. With Web Agent, disposition codes can be assigned to track such items as special promotions and reports can be created regarding agents' performance metrics.

Related Pages

- [Agent Screen Pop](#)
- [Quick Reference Guide - Call Center Agent](#)
- [Quick Tip Video: Agent Web Client Application](#)
- [Troubleshooting and System Requirements Guide: Supervisor and Agent Web Client](#)
- [User Guide: Agent Web Client](#)
- [User Guides and Manuals - Web Agent Portal](#)