

Evolve Contact Suite - Agent

ECS Agent client is built specifically to meet the needs of contact center agents. It enables agents the ability to handle voice calls, chat requests and reply to email messages as well as functions such as conference calling, call transfers & recordings.

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- [ECS Agent - How to Handle Outbound Campaign Interactions](#)
- [ECS Agent - How to Launch the Agent Console](#)
- [ECS Agent - How to Make Outbound Calls](#)
- [ECS Agent - How to Use Advanced Agent Commands](#)
- [ECS Agent - Identifying Agent IDs for Verint Monet](#)
- [ECS Agent - User Guide](#)
- [ECS Agent - Warm Transfer with 3-way Conference](#)
- [ECS and BroadWorks Unification](#)
- [How to Activate ClickOnce in the Edge Browser](#)
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