Call Centre: Call Controls

Dial Ad Hoc Number
In the *Dialer*, enter the number to call and click **Dial**. 

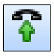
Call Contact
1. In the *Contacts* pane, click the contact to call and then click **CALL** for that contact.
2. To dial the contact's extension, click **EXT** or click **MOB** to dial the contact's mobile number.

Redial Number
Up to 10 previously dialed numbers are available.
In the *Dialer*, click the **Redial** button and then select a number from the list.

Dial from Call History
1. In the *Call Console*, click **Call History**. 
2. In the *Call History* dialog box, select *Missed Calls*, *Received Calls*, or *Placed Calls*.
3. Click a call log to expand it and then click **Call** for that log.

Dial from Search
1. Perform a search using the Search feature.
2. Click the target contact and then click **Call** for that contact.

Answer Call
Calls can be answered automatically or manually.

To answer calls automatically: 
In the *Call Console*, click **Auto Answer**.
Note: This feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must **not** enable Auto Answer in the client.

To answer a call manually:
Move the mouse over an incoming call and click **ANS**.

Blind Transfer Call
Calls can be blind transferred while active, held, or ringing (in).
1. To transfer the call to an ad hoc number, enter the number in the *Dialer* and then click **Transfer**.
2. To transfer the call to a contact, click a contact in one of the contact's directories and then click **TXR** for that contact.

Transfer Call with Consultation
Calls can be transferred while active, held, or ringing (in).
1. Dial the number or contact to transfer the call over to.
2. When the call is answered, speak to the party.
3. From the *Call Console,* select the original call.
4. Move the mouse over the new call and click **TXR**.

Transfer to Queue
1. From the *Call Console*, select the call to transfer.
2. In the *Contacts* pane, expand the *Queues* panel.
3. Click a queue to expand it and then click **TXR** for that queue.

Hold Call
This function is not available from a remote office.
In the *Call Console*, click **HOLD** for an active call.

Resume Call

This function is not available from a remote office.
In the *Call Console*, click **ANS** for a held call.

End Call

In the *Call Console*, move the mouse over a call and click END.

Generate Call Trace

To generate a call trace for a current call:
In the *Call Console*, move the mouse over a call and click **TRACE** for that call. A call trace notification is generated, containing the name and address of the parties, the time stamp of the call, the call ID, and the system ID.

To generate a call trace for the last released call:
In the *Call Console* header, click **Trace**.

Start Three-Way Conference

1. In the *Call Console*, select one of the two calls to conference.
2. Move the mouse over the second, non-selected call and click **CONF**. The calls are moved to the *Conference Call* panel.

Add Participant to Conference

In the *Call Console*, move the mouse over a call and click **CONF**.

Hold or Resume Conference

- To hold a conference, click **HOLD** in the *Conference Call* panel header. The other parties continue their conversation.
- To resume a held conference, click **ANS**.

Leave Conference

You can only leave a Three-Way conference.
In the *Conference Call* panel, click **LEAVE**. The other parties continue their conversation and the calls are removed from the *Conference Call* panel.

Drop Call from Conference

In the *Conference Call* panel, select a call and then click END.

Hold Conference Participant

In the *Conference Call* panel, move the mouse over the target call and then click **HOLD**.

Resume Conference Participant

In the *Conference Call* panel, move the mouse over the target call and then click **ANS**.

End Conference

In the *Conference Call* panel header, click END. All calls are released.

Monitor Supervisor Phone State

When escalating a call or making an emergency call, it is useful to know which supervisors are available to take calls.

1. In the *Supervisors* panel, click **Edit**.
2. In the dialog box that appears, select the supervisors to monitor.
3. Click **Save**. The selected supervisors have their phone state displayed.

Phone States

The phone state of a supervisor can be Idle, Busy, Ringing, Do Not Disturb, Private, Forwarding, or Unknown.

Make Emergency Call to Supervisor

While 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.

Blind Escalate Call to Supervisor

1. 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. The new call appears in the *Call Console.*
2. In the *Call Console*, select the original call.
3. Without waiting for the supervisor to answer, move the mouse over the call to the supervisor and then click **TXR**.

Escalate Call with Consultation

1. 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.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the new call and then click **TXR**.

Escalate Call with Conference or Hand Over

1. 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.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the call to the supervisor and click **CONF**. The call appears in the *Call Console* panel.
5. To hand over the call to the supervisor, click **LEAVE** in the *Conference Call* panel. The customer and the supervisor continue their conversation.

Escalate Call with Mid-Conference Hold

1. 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.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the call to the supervisor and then click **CONF**.
5. 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.

Camp on Busy Contact

1. In the *Call Console*, select the call to camp on.
2. In the *Agents* or *Supervisors* directory, move the mouse over a busy or ringing contact and then click **CAMP**. The call is camped and removed from the *Call Console*.
3. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the *Call Console.*

Send E-mail to Contact

1. Expand the *Group/Enterprise* or *Favorites* tab, click a contact with e-mail, and then click **EMAIL**.
2. In the message window that appears, enter the required information and then click **Send.**

Display Call History

Call History displays your placed, received, and missed calls.

1. In the *Call Console*, click **Call History** .
2. To view call logs in a group, select the group from the *Show* drop-down list.

Delete Call History

1. In the *Call Console*, click **Call History**.
2. To delete a specific call log, select the call log to delete in the *Call History* dialog box and then click **Delete** for that call.
3. To delete all call logs, click **Delete All**.

Show or Hide Contacts

1. At the top of the *Contacts* pane, click **Options** .
2. From the menu that appears, select *View* and then *Directories*. Then check the directories you want visible and deselect the directories to hide.
3. To show or hide directory contents, click **Expand** or **Collapse** in the directory panel for that directory.
4. To display a directory in the *Directories* panel, select the directory to display from the drop-down list. To display all directories, select *Show all*.
5. To display a directory below the *Call Console* in the *Directories* panel, select *Show All* and click the **Pullout Directory** button for the directory to appear.

Search for Contacts

1. In the *Search* panel, select the directories to search from the drop-down list.
2. To restrict the search to contacts that start with the text to search for, check the *Begins with* box.
3. In the *Search* text box, enter the text to search for and press ENTER. You can enter partial information, such as part of a name or number. The text is matched against all attributes and the search results are displayed in the *Search* panel.
4. To clear the search results, click **Reset**.

Note: The search is not case-sensitive.

Manage Speed Dial and Personal Directories

1. In the *Speed Dial* or *Personal* panel, click **Edit** . The *Edit Speed Dials/Edit Personal Contacts* dialog box appears.
2. To add an entry, click **Add**. A new row appears.
   - For a *Speed Dial* entry, select the dial code and enter the number and description of the contact.
   - For a *Personal* entry, enter the name and number.
3. To delete an entry, select the entry, and click **Delete**.
4. To modify a *Speed Dial* entry, double-click the entry so that it can be edited and modify the information as required.

Note: You cannot modify a *Personal* entry.