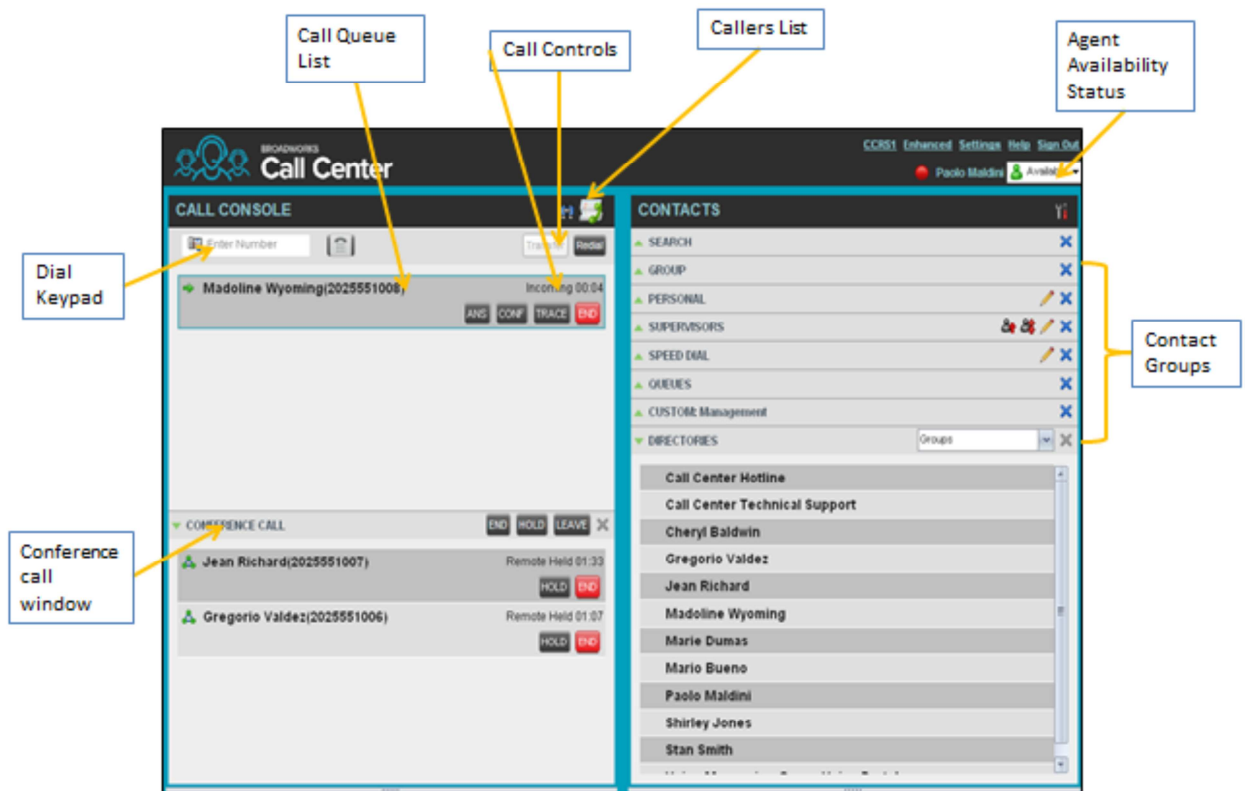


Your new Call Centre application provides enhanced functionality for handling incoming calls to the organisation. It allows visibility and desktop control of call handling, availability, supervisor escalations and access to group and LSE contact directories.

Call centre interface



- **Global Message Area** – This is located to the right of the Call Center name. It displays messages to the user.
- **Call Console** – This is located on the left-hand side of the *Call Center* main page. It allows you to manage current calls. The main area of the *Call Console* displays your current calls and allows you to take actions on them. In addition, the *Call Console* contains the following panels:
 - *Dialer* – This is where you dial ad hoc numbers.
 - *Conference Call* – This is where you manage conference calls.
- **Contacts pane** – This is located on the right-hand side of the *Call Center* main page. It allows you to make calls to contacts and manage contact directories. It contains the following areas:
 - *Contact Directories* panels – You use these to access and manage your contacts.
 - *Search* panel – You use this to search for contacts.
 - *Directories* panel – This consolidates contacts from several directories.
- **Links to other windows:**
 - CCRS and Reporting – This provides access to Call Center Reporting.
 - Settings – This provides access to client configuration pages.
 - Help – When clicked, this opens the InTechnology Hosted Thin Call Center – Agent/Supervisor User Guide.
 - Sign-Out – When clicked, this signs you out of the call center and allows you to save your workspace.

Agent Automatic Call Distribution (ACD) states

Your ACD state can be one of the following:



Available – You are available to receive calls.



Unavailable – You are not available to receive calls.



Wrap-Up – You are wrapping up a call and you are temporarily unavailable to receive calls.

Configuring your post sign-in ACD state

1. On the main page, click the **Settings** link.
2. On the *Settings* page, click the *Application* tab.
3. Set your *Post Sign-In ACD State* and *Post Call ACD State*.
4. If you set *Post Call ACD State* to “Unavailable”, you may have to select a code that explains the reason for your unavailability.
5. If you set your *Post Call ACD State* to “Wrap-Up”, check the *Set Wrap-Up timer to* box and then select the length of time before your state changes to *Available* upon the completion of a call.

Change your ACD state and set unavailable code

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



Select your Outgoing Call Identity

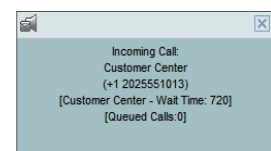
1. In the *Dialer*, click **Outbound CLID**.
2. From the drop-down list, select the phone number to display when you are making a call.

View incoming call details

If the Notification feature is enabled, a notification window appears on top of the system tray when you receive a call, displaying the name and number of the caller.

For calls from queues, it displays:

- Calling name and number on which the call was received
- Call center or DNIS name
- Wait time of the call
- Number of calls in queue



Open URL

You can open a Uniform Resource Locator (URL) page in your browser to obtain more information about the incoming call. This page contains information about the calling party encoded in its URL.

In the *Call Notification* pop-up window that appears when you receive a call, click **Web Pop URL**.



Save vCard

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook.

In the *Call Notification* pop-up window that appears when you receive a call, click **Add vCard**.

