

Contact Center Agent

Presence – Agent Status

Taking Interactions

Ready to accept interactions



Not taking Interactions

Helping customer



Working “behind the scenes”



On Break



Finalizing customer case information



*Note: you must be **On Break** or **Working Offline** before you can log out of Contact Center*

Inbound Transaction

Tabs will blink **red** on Agent Console

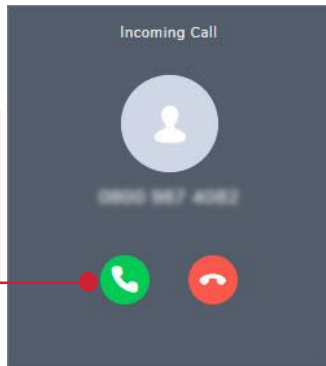


Tab will display a badge notification



Accept an Interaction

Answer your workplace phone (nothing required from CC browser)



Accept Email/Chat

Select the **Accept Email** button



Outbound Dial

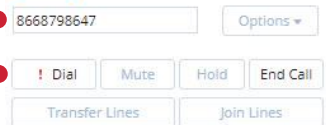
1. Internal or External

Enter a number



Select Dial

Answer workplace phone



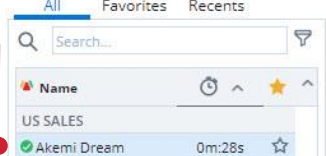
2. Internal Only

Select **Agents** tab



Select Agent Name

Select Dial



Call Controls

On a Single Call

Select to switch between lines



Mute, Hold, & End Call



On 2 Calls

Select to Transfer



Select to Join Lines

Transfer a Call to an Agent

1. Warm

Switch to Line 2



Call an Agent or external #

Once connected, select **Transfer Lines**

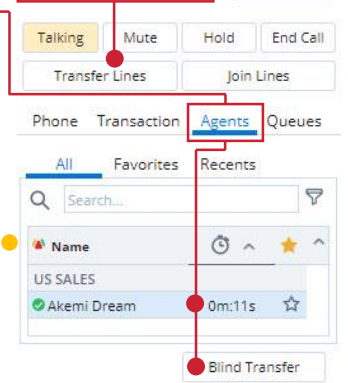


2. Blind

Select the **Agents** tab

Select the transferee

Select **Blind Transfer**



Transfer a Call, Chat or Email to a Queue

Select the **Queues** tab

Select the Queue to which the interaction is to be transferred

Select **Transfer**

