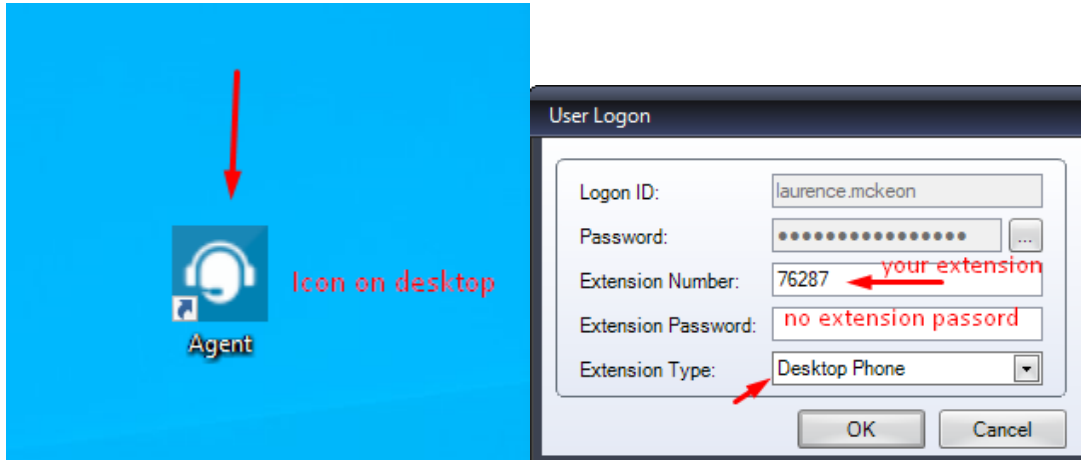
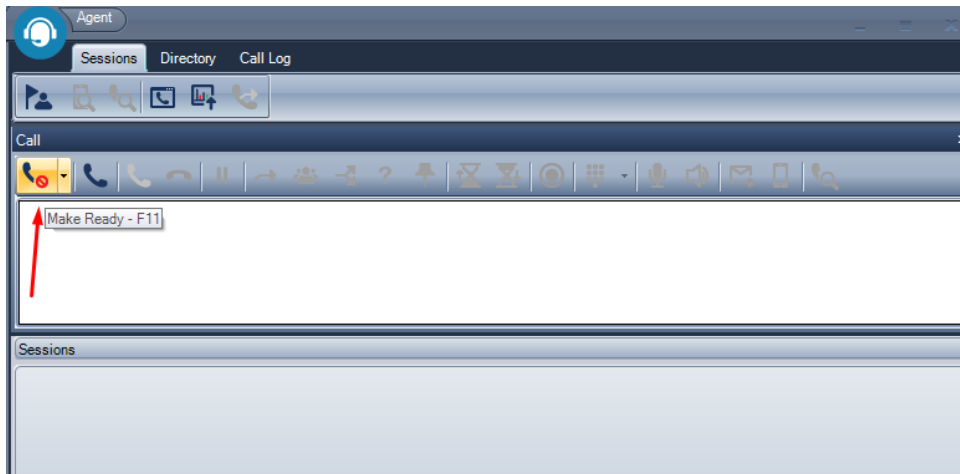


Agent Options

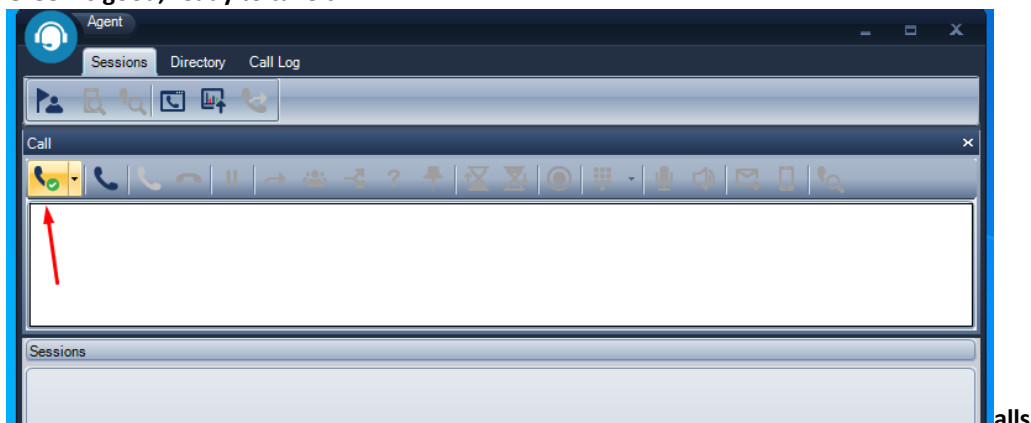
How to launch the application. If you have a digital phone there is no extension password.



How to start taking calls. Press the phone icon below. It will turn green.



Green is good, ready to take c



alls

Agent Options

Real time stats for your Group

Agent

Sessions Contacts Directory Call Log

Call

Sessions

<No Sessions Selected>

Real-Time

Graphical **Table** Personal Statistics

Select Groups

Service Group	Queue	Wait	Service Level %	Idle	Busy	Partially Busy	Busy Other	Not Ready
Registrar SG	0	00:00	100	0	0	0	0	1

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Agent Options

Under Contacts tab you have the status of other agents and the ability to call or chat with them by right clicking on them.

The screenshot shows the 'Agent' application interface. The 'Contacts' tab is active, displaying a list of agents. A context menu is open over the contact 'Wilson, Connie', showing options: 'Call Business: 77383', 'Message...', 'E-mail', 'Add to My Address Book', 'Lookup in Directory', 'Remove Contact', and 'Refresh'. Red arrows point to the contact name and the menu options. Below the contacts list is a 'Real-Time' section with a 'Table' view showing agent statistics.

Service Group	Queue	Wait	Service Level %	Idle	Busy	Partially Busy	Busy Other	Not Ready
Registrar SG	0	00:00	100	2	0	0	0	0

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Agent Options

How to see your call log.

The screenshot shows the Agent interface with the 'Call Log' tab selected. A red arrow points to the 'Call Log' tab. Below the 'Call' toolbar, there is a 'Call Log' section with a table of call records. Another red arrow points to the 'Name' column header in this table. The 'Real-Time' section below shows a 'Table' view of statistics for the 'Registrar SG' group.

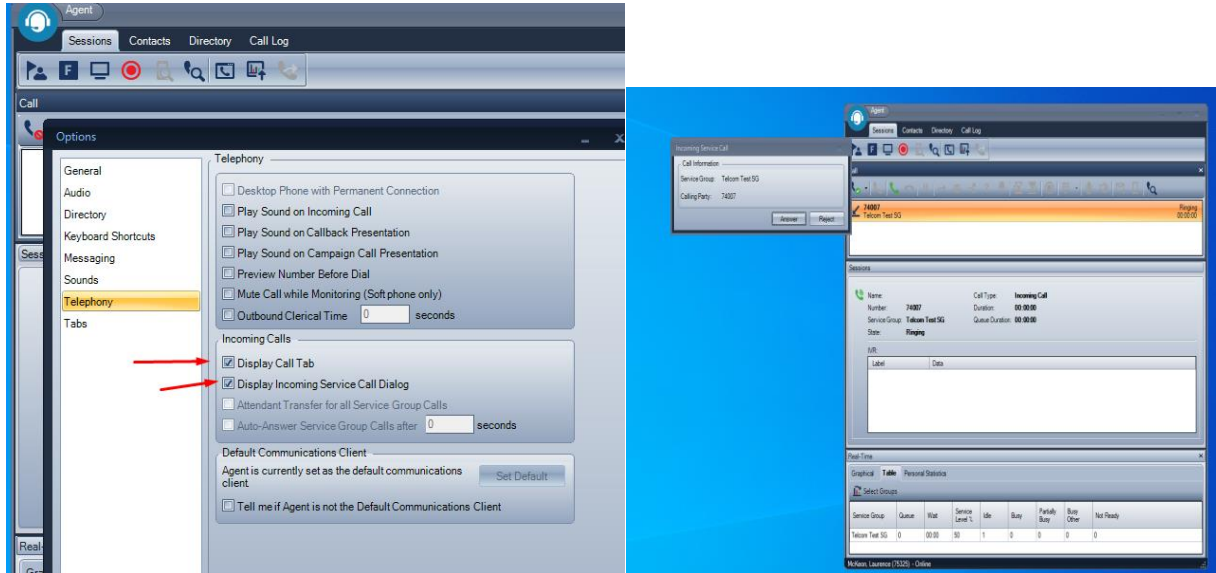
Name	Number	Service Group	Time	Duration				
	74007		8/28/2019 10:38...	00:00:02				
Pedriali, Molly	77383		9/10/2019 12:12...	00:00:02				
Lany McKeon	74007		9/10/2019 12:23...	00:00:12				
	12225		9/11/2019 3:00:...	00:00:04				
	12223		9/11/2019 3:01:...	00:00:04				
	74007	Registrar SG	8/28/2019 10:32...	00:01:33				

Service Group	Queue	Wait	Service Level %	Idle	Busy	Partially Busy	Busy Other	Not Ready
Registrar SG	0	00:00	100	2	0	0	0	0

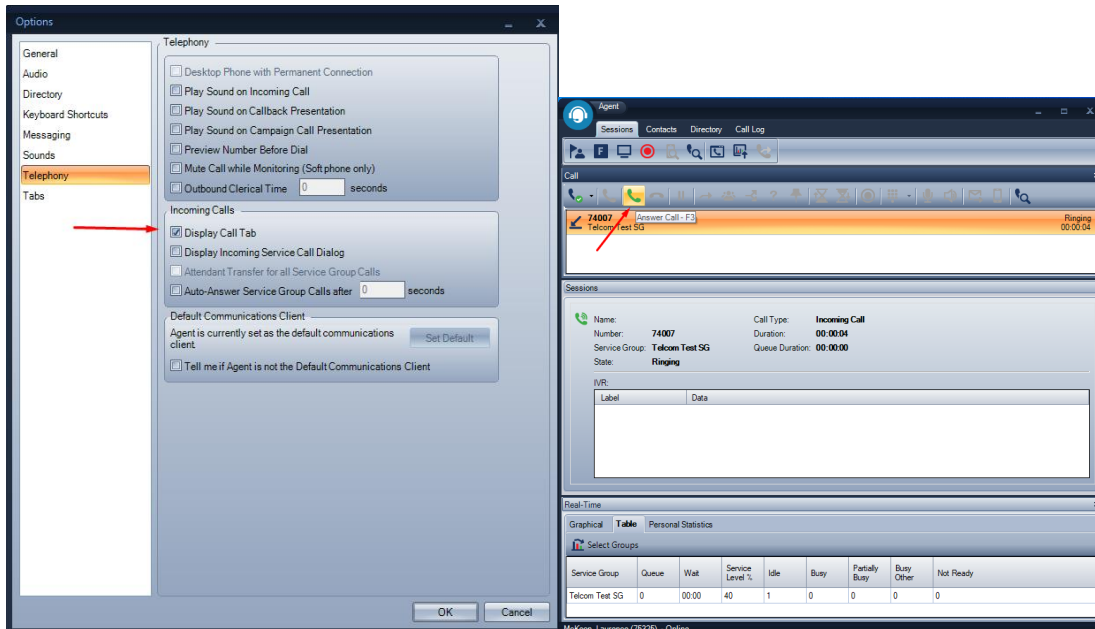
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Agent Options

These options will pop the app when minimized and show 2nd dialog box to answer the call, or answer by picking up the phone.

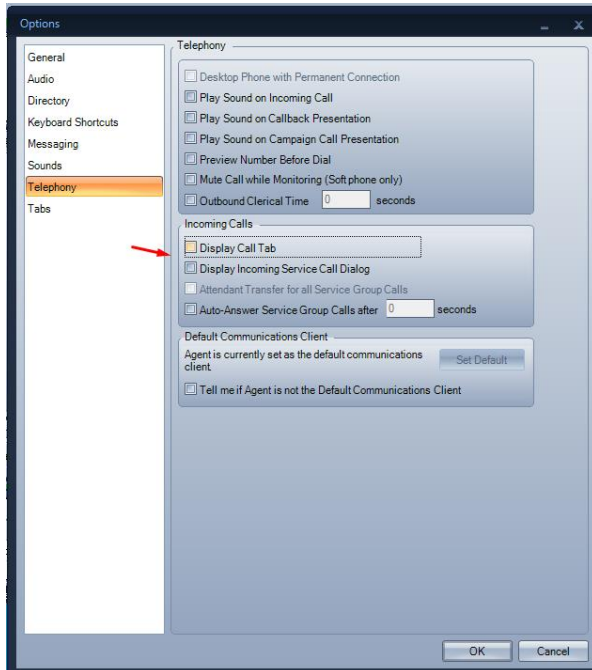


This will pop the app when it's minimized. Answer with F3 or picking up the phone.



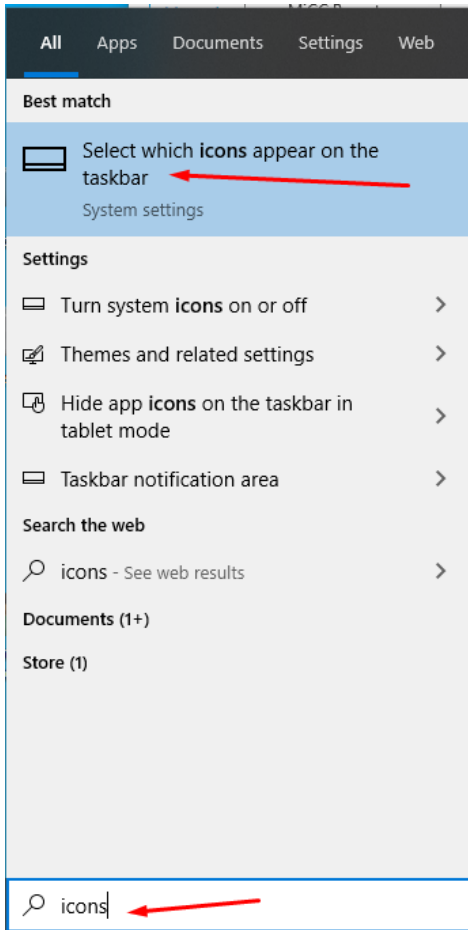
Agent Options

With these options the app will not “pop” on incoming call if minimized. Answer the call by picking up the phone.

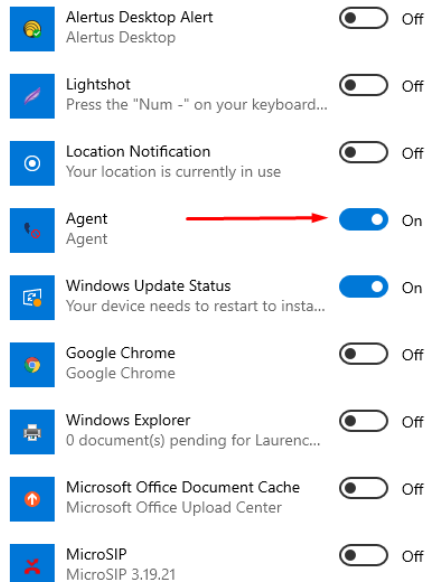


Agent Options

You can also use your taskbar to control your agent status.



Select which icons appear on the taskbar



You

can now see and control you agent status on the taskbar

