



USER
MANUAL
Addition



ZYLINC CONTACT CENTER

Version 6.0

22 August 2016
Document Revision: 1.1

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1 Introduction

1.1 About this Manual

This user manual covers the features and components, which make up Zylinc Contact Center. The manual serves as an addition to the general manual for **Zylinc Desktop Applications**, which describes the features common for several of Zylinc desktop products.

Please note: The manual may differ from your application.

There may be differences between this manual and your application. This might be the case if you are using another version than documented here (version 6.0) or if your administrator has disabled features or components. This manual is subject to change without notice and may contain technical inaccuracies or typographical errors.

1.2 About Zylinc Contact Center

Zylinc Contact Center automatically distributes incoming calls from the company's queues to the proper agents. Each agent has an overview of all queues, a graphical representation of each queue's calls as well as an overview of the other agents handling calls. These are the main features of the application's Contact Center Window and will be further described in this manual addition.

Similar to all Zylinc desktop applications, Zylinc Contact Center provides an overview of all employees in the company and includes functions such as searching or sending a phone message. These functions are made available through the application's Time window, which can be hidden when not in use. The next section summarizes the features available in the Time window. You can find a more detailed description in the manual for Zylinc's Desktop Applications.

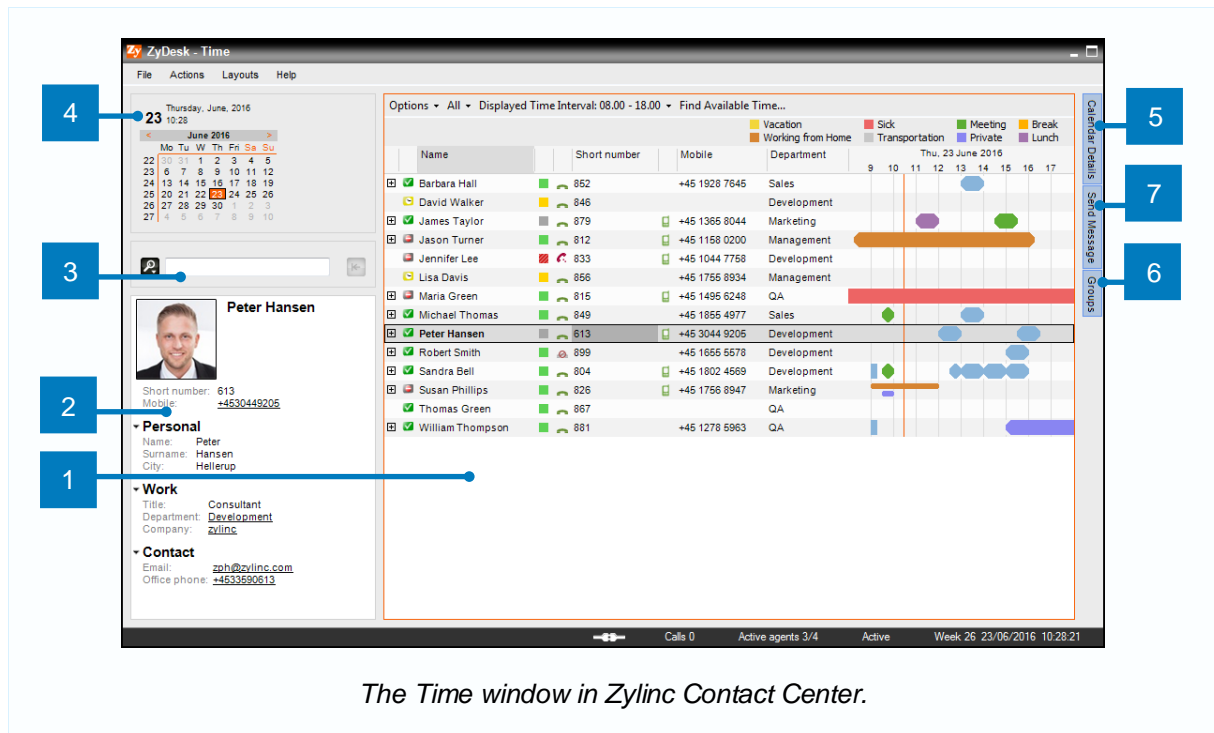
Contact Center Window

The Time window
(described in the manual for Zylinc's Desktop Applications)

The screenshot displays the Zylinc Contact Center interface. On the left, the 'Contact Center Window' shows a control panel for agent Peter Hansen (613), including buttons for 'Inactive', 'Enter Standby', 'Dial', and 'Transfer', and a 'No calls' status. Below this are 'Queues', 'Agents', and 'Calls' sections. The main area is the 'Time window', which features a calendar for June 23, 2016, and a table of agents with their schedules. The table includes columns for Name, Short number, Mobile, and Department, and a grid showing availability for the day of June 23, 2016. Agents listed include Barbara Hall, David Walker, James Taylor, Jason Turner, Jennifer Lee, Lisa Davis, Maria Green, Michael Thomas, Peter Hansen, Robert Smith, Sandra Bell, Susan Phillips, Thomas Green, and William Thompson. The interface also shows a status bar at the bottom with 'Calls 0', 'Active agents 3/4', and 'Active'.

Zylinc Contact Center.

1.3 Summary of Basic Features



The Time window in Zyline Contact Center.

1) The Time component

A list of users and their status.

2) User Details

View info about a chosen user.

3) Search

Search for one or more users.

4) Calendar

Choose the date you want to see appointments for.

5) Calendar Details

View a chosen user's calendar entries.

6) Groups

Users in the system organized in groups.

7) Send Message

Send an email or SMS.

Absence (right-click a user)

Create absence for a user.

Forwarding (right-click a user)

Forward a user's calls to a different phone.

Create calendar entry (right-click a user)

Create a meeting or an appointment with the user.

Find Available Time (open from the Actions menu)

View a list of timeslots where selected users are available for a meeting.

Layouts (open from the Layouts menu)

Choose the appearance of the application.

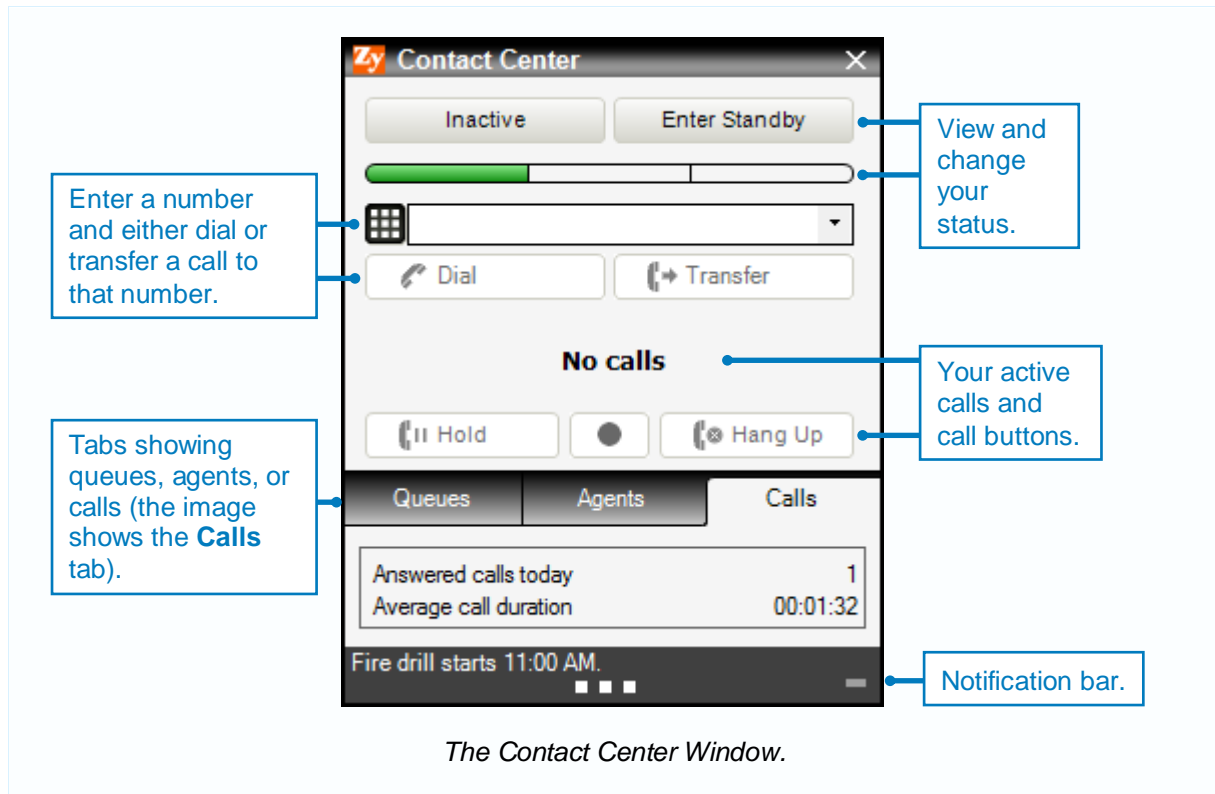
Settings (open from the File menu)

Change application settings.

Please refer to the manual for Zyline Desktop Applications for a more detailed description of these components and features.

2 Contact Center Window


The Contact Center Window is used to answer and handle calls. The features available in the Contact Center Window will be covered in the following sections.





2.1 Status

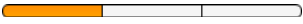
2.1.1 The Status Bar


Your status determines whether you receive calls. The status bar in the upper part of the window shows your status. Section 2.1.2 and 2.1.3 contain more information about the different statuses.


- 


You are **Idle** and ready to receive calls.
- 

You become **Busy** when you are offered or handling a call. Your status may also change if you become busy elsewhere, e.g. on your office phone.
- 

You end up in **Wrapup** when you end a call.
- 

You are idle and **Standby**. You only get calls if the call situation is critical.
- 

You have changed status to **Inactive** and will not receive incoming calls.
- 

If you miss a call or have connectivity issues, your status changes to **Unreachable**.
- 

You are **Offline** and can neither view queues, agents nor take calls.

2.1.2 How to Change Status

Above the status bar (in the top of the Contact Center Window), there are two buttons to change your status to either **Active**, **Standby** or **Inactive**.

Status	Description
Active	As active, you can be either Idle (green), Busy (red) or in Wrapup (yellow). Which status you have depends on whether you are handling a call. If you are Idle , you will receive calls as they come in.
Standby	In Standby (orange) , you will only receive calls when: <ol style="list-style-type: none"> 1. There are too many calls in a queue. 2. A call has waited in queue for too long. 3. There are no Active agents subscribed to the queue. <p>If you start receiving calls from a queue when in Standby, you have become activated on that queue. The specific threshold that activates Standby agents on a queue depends on the configuration of each queue.</p>
Inactive	As Inactive (gray), you will not receive any incoming calls, but you are still able to make outgoing calls.

When you change your status from Active to either Inactive or Standby, you might be asked for a reason. This is to let your colleagues know why you changed your status.

The image illustrates the three-step process of changing status in the Zylinc Contact Center interface:

- 1) Click Inactive (or Standby) while Active.** The first screenshot shows the 'Contact Center' window with the 'Inactive' button highlighted. The status bar shows 'No calls'.
- 2) Select a reason and click Accept.** The second screenshot shows a dialog box titled 'Choose reason for going inactive' with a list of reasons: Bathroom, Email, End of Workday, Lunch (highlighted), Meeting, and Other. The 'Accept' button is highlighted.
- 3) Click Active to receive calls again.** The third screenshot shows the 'Contact Center' window with the 'Active' button highlighted. The status bar now shows 'Inactive Lunch'.

How to change your status.

2.1.3 Error States

In case of issues, the system can change your status to either **Unreachable** or **Offline**.

Status	Description
Unreachable	<p>Your status is changed to Unreachable (black) in cases where you did not answer an incoming call or your telephone has connection issues. While you have this status, you will not receive calls.</p> <p>When your status is changed to Unreachable, you get a popup warning wherein you can change your status to Active or Inactive. If you do not select anything, the system can change your status to Active or Offline after a while, depending on your company policy.</p> <p>Please note that Standby agents will not be activated when you are Unreachable. If you need a longer break, you should change your status to Inactive to avoid becoming Unreachable.</p>
Offline	<p>If your connection to the system is severed, your status will change to Offline (white). When this happens, all agent features are disabled, i.e. you will not be able to see calls, queues, agents, or make outgoing calls and other agents will not be able to see you. If you become offline while you have an active call, your agent phone determines whether the call is lost or kept alive. Please note that features and components in the Time window may remain available even when you are offline.</p>

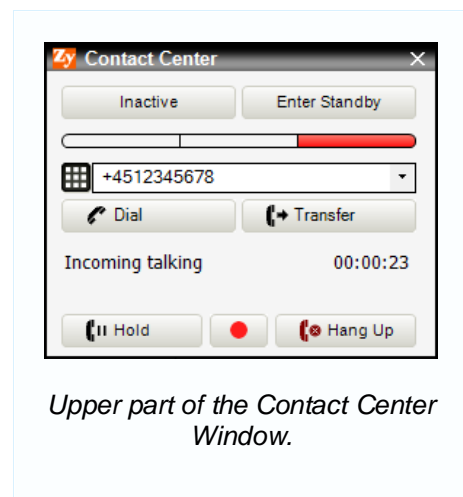
2.2 Active Calls

When you receive an incoming call, it will appear in the **Calls** tab, where you can answer it. After answering a call, all features for call handling can be found in the upper part of the Contact Center Window. For example, you can put a call on hold, end it, or transfer it to a different number.

While the top of the Contact Center Window is your primary way for call handling, the **Calls** tab gives you information about the customer calling.

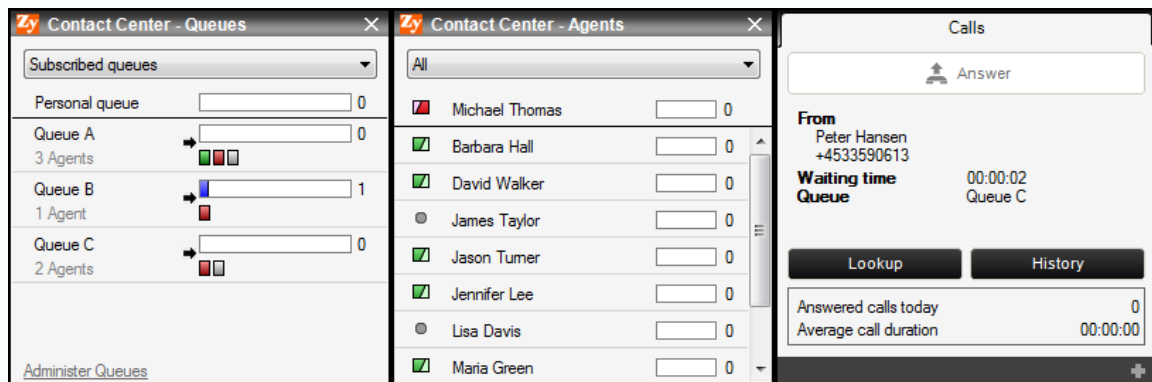
Depending on how far you are in the call handling process, you will see different buttons in the Contact Center Window. Please note that you can only handle one incoming call at a time.

You can read more about call handling in chapter 3.



2.3 Tabs

The lower part of the Contact Center Window has three tabs: **Queues**, **Agents**, and **Calls**. If you want to view two or all tabs at the same time, you can drag the needed tabs out of the Contact Center Window. To restore the tabs, click the X in the right corner of each tab.



The three tabs in the Contact Center Window. The **Queues** tab (on the left) and **Agents** tab (in the middle) are dragged out of the main window (on the right) and have their own separate windows, so they all are displayed at the same time.

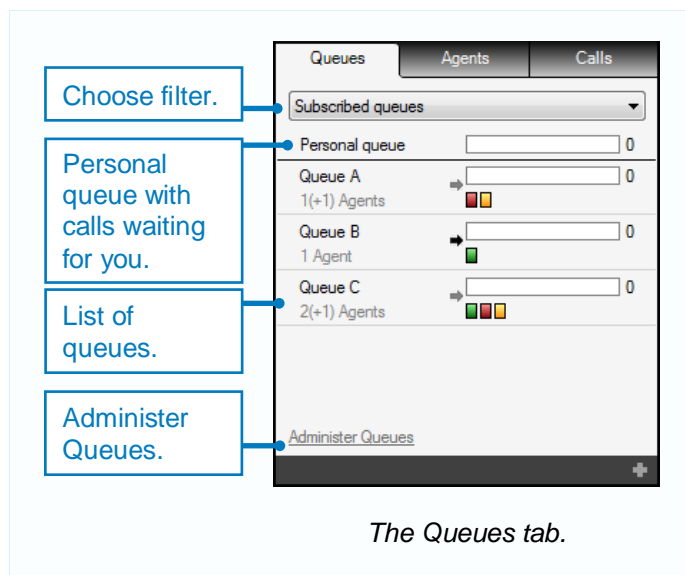
2.3.1 Queues

The **Queues** tab shows the queues' call situation in your system.

In the top of the tab, you can choose between the three filters: **All queues**, **My Queues** and **Subscribed queues**.

Below the filter, you can view your personal queue, which shows how many calls are waiting for you. The other queues displayed in the list depend on which filter you choose.

Click **Administer queues** in the bottom of the tab to choose from which queues you want to receive calls.



The Queues tab.

2.3.1.1 Queue Filters

Queues can be divided into two: The ones you receive calls from and the ones you do not. The queues you receive calls from are your **Subscribed queues**.

If you do not receive calls from a queue, there are two possible explanations: Either you have actively chosen not to receive calls from the queue, or you have no association to the queue and cannot subscribe to it.

The three filters **All queues**, **My Queues** and **Subscribed queues** display queues based on your association and subscriptions.

Filter	Description
All queues	Show all queues in your system.
My queues	Show only the queues from which you can receive calls. Both subscribed and unsubscribed queues are displayed.
Subscribed queues	Show only your subscribed queues, i.e. those from which you receive calls. When you are Standby, this filter shows the queues you will receive calls from, if the call situation becomes critical.

Please note: Some queue filters might be disabled.

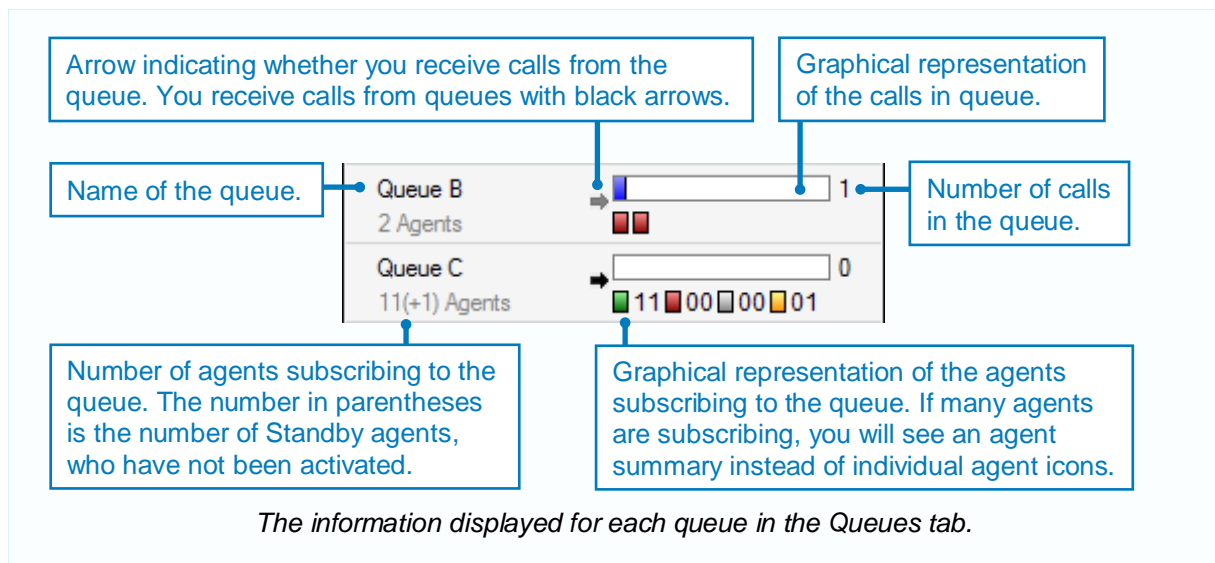
If you cannot see some of the filters mentioned above, they might have been disabled by your system administrator.

2.3.1.2 Personal Queues

Your personal queue shows how many calls are waiting specifically for you. Calls are placed in this queue if another agent transfers a call to you, if one of your transfers fails, if your system is configured to offer new calls this way or if someone calls your agent phone. When you have calls waiting in your personal queue, you will not receive calls from other queues before all your waiting calls have been answered. If you are viewing the Agents or Calls tab, when calls are waiting in your personal queue, the top of the Queues tab will turn orange.

2.3.1.3 Queue Information

The Queues tab shows you graphical representations of queues and the agents subscribing to them. The arrows next to each queue show whether you receive calls from the queue. If you change your status to Inactive, the arrow colors will remain. This way, you know from which queues you will receive calls, when you change back to Active or Standby.



As long as the Standby agents on a queue have not been activated, they will be shown as orange squares. Once the Standby agents become needed and are activated, they will no longer differ from regular agents.

If you are Standby on a queue and become activated, the arrow will change color from gray to black, indicating that you now receive calls from the queue.

Until Standby agents are activated on a queue, their number is shown in parentheses and with orange squares.

When Standby agents are activated, they are shown among the other agents on the queue.

A queue before and after Standby agents have been activated, i.e. they start receiving calls. In this case, the standby agents were activated since the only active agent went offline.

If you wish to see which agents are handling a queue, hover the cursor over the colored squares representing the agents. A list of names will pop up, showing who are handling the queue and which status each agent has.

If an agent has provided a reason to change his or her status to Inactive or Standby, the reason will be written in parentheses after the agent's name.

Hover the cursor over the agent icons to view more information.

2.3.1.4 Administer Queues

When you open the window **Administer Queues** from the bottom of the **Queues** tab, you can choose from which queues you want to receive calls. You will only receive calls from the queues you check and only these queues will be shown when you use the **Subscribed queues** filter. The queues you do not check are still shown with the **My queues** filter. That way you can keep monitoring the queues and their calls.

Please note that your administrator may have chosen to make you permanently Standby on one or several queues. Those queues are not visible in the Administer Queues window and you cannot stop receiving calls from them.

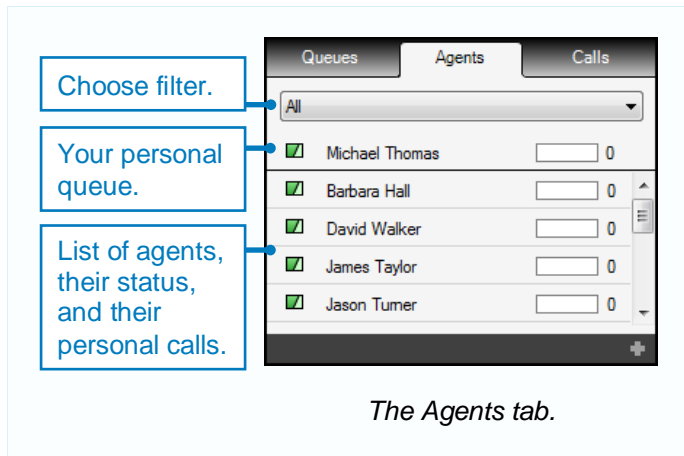
If you cannot see the Administer Queues option at the bottom of the Queues tab, it may have been removed by your administrator.

The Administer Queues window.

2.3.2 Agents

The **Agents** tab gives an overview of all online agents. You can see the status and personal queue for each agent. The different status icons are described in Appendix A.

Similar to the Queues tab, you can choose which agents you want to view, by choosing a filter at the top of the tab.



2.3.2.1 Agent Filters

The agent filtration is based on whether they subscribe to some of your queues or on how active the agents are.

Filter	Description
All	Show all online agents, i.e. agents who are Active , Standby , or Inactive .
Active	Show all online agents who are Active or Standby .
Subscribed to my queues	Show all online agents who subscribe to at least one of your subscribed queues.
Subscribed to my queues – Active	Show all online agents who are Active or Standby and subscribe to at least one of your subscribed queues.
Inactive	Show all online agents who are Inactive .

Please note: Some agent filters might be deactivated.

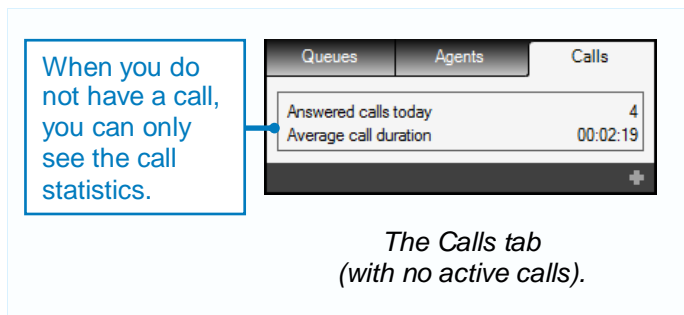
If you cannot see some of the filters mentioned above, your system administrator might have deactivated them.

2.3.3 Calls

The **Calls** tab shows information about your current call and some statistics on the calls you have handled today.

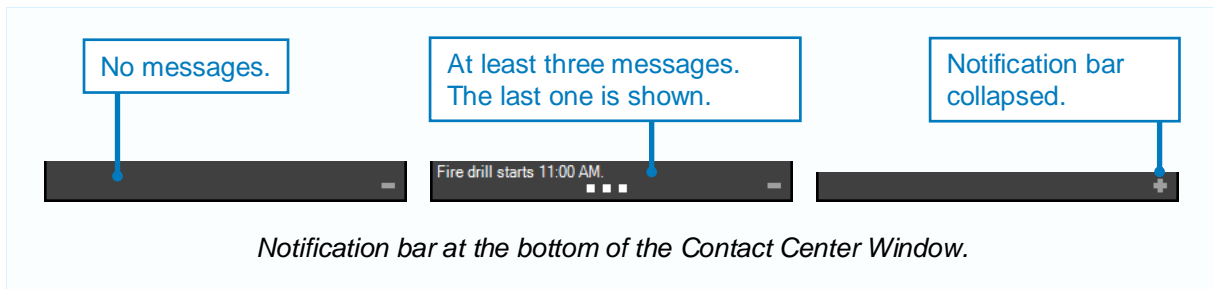
When you do not have any calls, you will only see the call statistics in the tab.

Read more about call handling in chapter 3.



2.4 Notification Bar

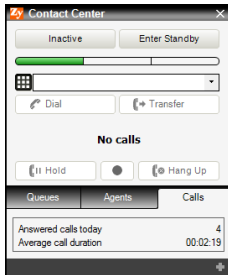
The notification bar is where your company can publish short, internal messages regarding your daily work. You find the notification bar at the bottom of the Contact Center Window. The bar shows one notification per line. If there are more than two notifications, the bar will cycle through all messages until the end of the list is reached, which is marked by three small squares. The notifications will then be repeated. You can click the notification bar to manually cycle through the messages, if you do not want to wait for it to change. If you do not want to see any messages, you can click the minus icon on the right to collapse the notification bar. If new messages arrive while the bar is collapsed, it will automatically expand.



3 Call Handling

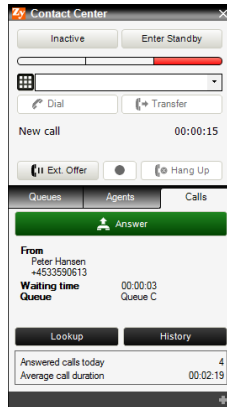
3.1 The Call Process

Incoming calls to company queues are automatically distributed to the agents. From the moment the agent receives a call, call handling can be divided into the four phases described below. You will find a thorough description of all phases in the following sections.



In order to receive a call, your status must be Active or Standby and you must be idle.

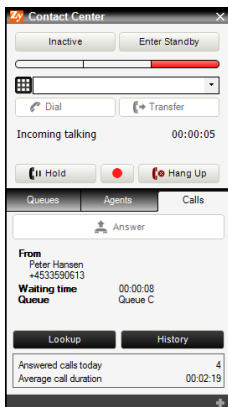
You can only receive calls when you are not already handling a call.



1) Wait for a call to be distributed to you and appears in the Calls tab

When you receive a call, the Calls tab will expand. Click the Answer button in the tab to answer the call.

See section 3.1.1 for more.

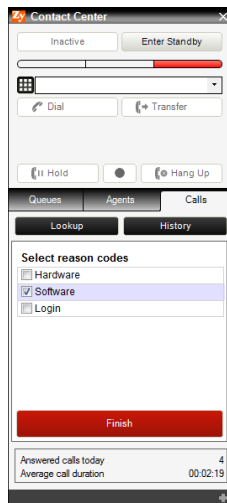


2) Handle the call

Use the top of the Contact Center Window to handle the call, e.g. put it on hold, or hang up.

When you finish a call, you will be asked to either provide reason codes (phase 3) or go into Wrapup (phase 4).

See section 3.1.2 for more.

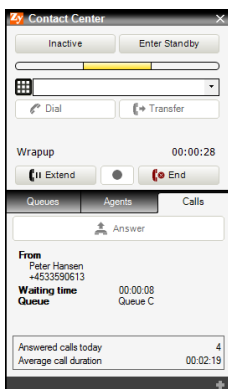


3) Provide reason codes

Reason codes let your company keep track of which kind of calls you handle for statistical purposes.

Choose one or more reason codes and click Finish to go into Wrapup.

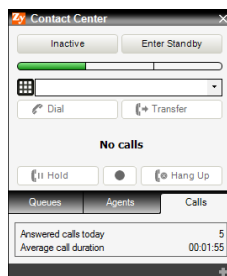
See section 3.1.3 for more.



4) Wrapup

Wrapup is a short amount of time after a call, where you will not receive any new calls. This allows you to finish any call related tasks before a new call is offered.

See section 3.1.4 for more.



After Wrapup

After your Wrapup time, your status will return to idle and you can receive calls again.

3.1.1 Receiving and Answering Calls

When you receive a call, the Calls tab will automatically expand and a countdown starts in the upper part of the Contact Center Window. The countdown shows how much time you have to answer the offered call. If you do not answer the call in time, your status will change to **Unreachable** (section 2.1.3). You answer the call by clicking **Answer** if it is an incoming call or **Call** if you have been offered a callback or a dialout (section 3.2.1).

The screenshot shows the 'Calls' tab in the Contact Center interface. At the top, there are buttons for 'Inactive' and 'Enter Standby'. Below that is a progress bar and a 'New call' status with a 00:00:16 countdown. Action buttons include 'Ext. Offer', 'Answer', 'Dial', 'Transfer', and 'Hang Up'. Call details for 'Peter Hansen' (+4533590613) are shown, including a 00:00:06 waiting time and 'Queue C'. A 'Look up' button is present for customer lookup. A statistics box at the bottom shows 'Answered calls today' as 7 and 'Average call duration' as 00:01:36.

Click **Ext. Offer to restart the countdown. Note that you can only click the button once.**

Call information. View the name and number of the caller as well as waiting time, queue and, if transferred, first queue.

Click **Look up to find the customer in your systems (this feature might be disabled).**

The countdown shows how much time you have to answer the call.

Click **Answer to answer the call or **Call**, if it is a callback or dialout (section 3.2.1)**

View the call's history or add a note to it. If there is an icon on the button (as illustrated in this image), there is already a note you should read (section 3.1.5).

A call is waiting to be answered in the Calls tab.

3.1.2 Call Handling

Once you answer a call, your options to handle it will change as shown below.

The screenshot shows the 'Calls' tab in the Contact Center interface during an active call. The status is 'Incoming talking' with a 00:00:33 timer. Action buttons include 'Hold', 'Toggle', and 'Hang Up'. Call details for 'Peter Hansen' (+4533590613) are shown, including a 00:00:13 waiting time and 'Queue C'. A 'Look up' button is present for customer lookup. A statistics box at the bottom shows 'Answered calls today' as 7 and 'Average call duration' as 00:01:36.

Enter a phone number and click **Dial or **Transfer** depending on whether you want to transfer the call unattended or attended (section 3.6.9 and 3.6.10).**

Put a call on hold. If you have two ongoing calls, the button changes to **Toggle instead of **Hold** and will let you toggle between the two calls.**

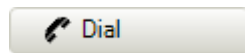
View your active calls and talking time.

Click **Hang Up to end the talking call.**

Record the conversation (you can only see this button if the feature is available in your setup).

A call you are currently handling.

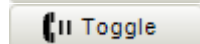
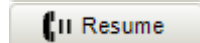
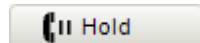
The buttons you may come across during call handling are described below:



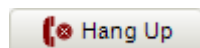
Use the **Dial** button to make an outgoing call e.g. when making an attended transfer (section 3.6.9). When you click **Dial**, you will call the number in the phone number field (section 3.6.3).



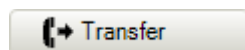
If you need to enter digits, e.g. during an outgoing call, you can use the **Numeric Keypad**. You open it by clicking the button to the left of the phone number field.



Click the **Hold** button to put a call on hold. If you have a call on hold, the button changes to **Resume** and will resume the call you put on hold. If you have two active calls, the button changes to **Toggle** instead. If you click **Toggle**, you will toggle between your two calls, putting the active call on hold and resuming the other call.



To finish your conversation, click **Hang Up** to end the talking call. It is not possible to end calls on hold.



Use the **Transfer** button to transfer a talking call to another agent or queue. The button works differently depending on whether you have one or two active calls.

When you have one active incoming call, you can transfer it to a number, an agent from the Agents tab or a queue from the Queues tab. You can also select a person in the Time component instead of entering a phone number. If the person you selected has created a forwarding, you will be asked whether you want to break through. If you choose “yes”, you will transfer to the number you chose in the Time component instead of following the forwarding.

If you make an outgoing call during an incoming call, the Transfer button will instead connect your two calls. Once you have transferred the calls, you will no longer participate in any of the conversations and enter wrapup.



If the feature is available to you, you can record a call by clicking the **Record** button placed between the **Hold** and **Hang Up** buttons. While recording, the red button icon changes to an animation, indicating that the call is being recorded. If you make an outgoing call while recording an incoming call, the outgoing call will also be recorded. When you end the last active call, the recording automatically stops. Depending on your configuration, a window might appear in which you can explain why you recorded the call and discard or save the recording.

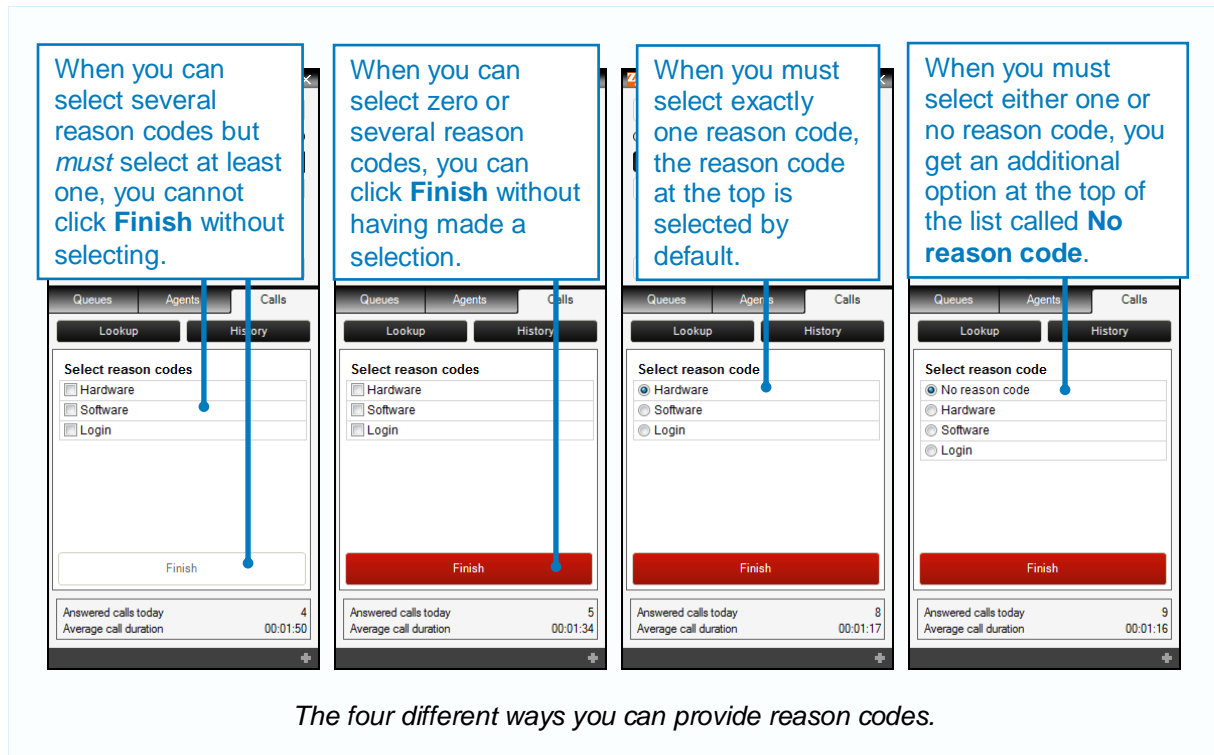
3.1.3 Reason Codes

After ending a call, you may be asked to provide reason codes. Your company may use this feature for statistics regarding which kind of calls you receive. Whether you have to provide reason codes, and how many you can choose, depends on the setup of the queue from which the call came.

How you provide reason codes depends on:

1. Whether you can select several reason codes or only select one.
2. Whether you can skip reason codes or *must* choose.

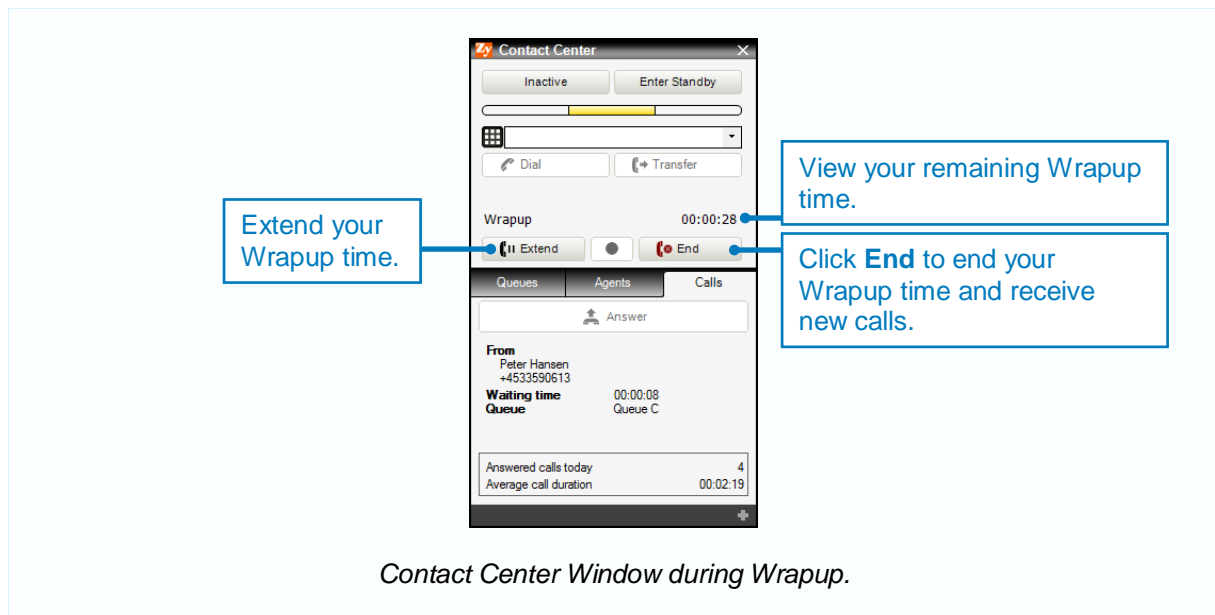
This gives four different ways to provide reason codes. All four methods for providing reason codes are covered in the images below. Once you have finished selecting, click the **Finish** button at the bottom of the tab to start Wrapup. If you answered a call from a queue without any reason codes at all, you will immediately start Wrapup once the call ends (section 3.1.4).



3.1.4 Wrapup

Once you have ended a call and provided reason codes (if required), you will go into Wrapup. In Wrapup, you will not receive any new calls. If you have any remaining tasks related to the previous call you just handled, Wrapup gives you a chance to wrap these up.

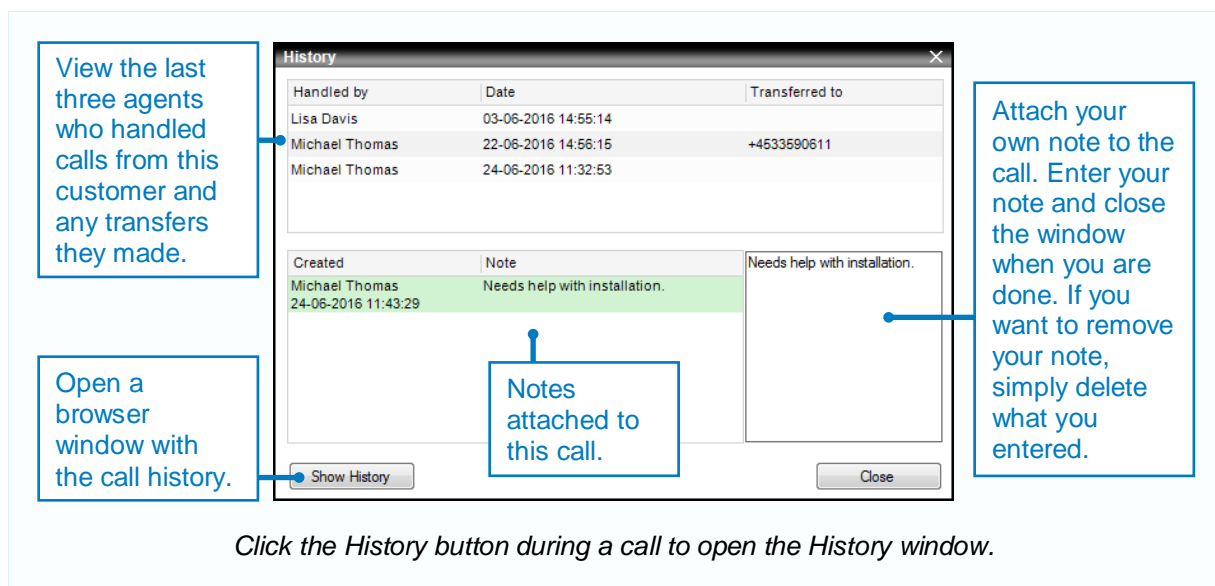
In Wrapup, the two buttons **Extend** and **End** will be available in the upper part of the Contact Center Window. Click Extend if you need more time in Wrapup before your status changes back to idle (please note that you can only click the Extend button once). Click End if you are ready to receive new calls and want to end your Wrapup.



3.1.5 History and Notes

During a call, the History button is available in the **Calls** tab. Click the button to open a window with information about the call.

In the top of the window, you can see which agents have handled previous calls from the customer and which number they transferred the call to if the call was transferred. If another agent handled the call before you, he or she may have attached a note, which will be displayed in the bottom half of the window. If several notes are attached to the call, the newest will be highlighted in green. If you want to view the full call history, including when the call was queued or offered to an agent, click the **Show History** button to open a browser window with the available information.



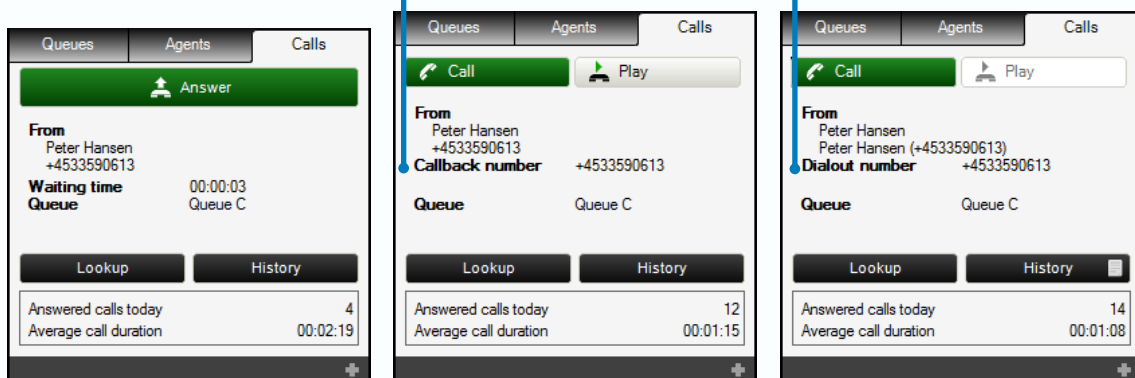
3.2 Types of Calls

3.2.1 Calls Distributed to You

The system can distribute three kinds of calls to you: Incoming calls, callbacks and dialouts. When you receive a call, it will appear in the **Calls** tab. You cannot receive new calls until you have finished the one you are currently handling.

Type of call	Description
Incoming call	The customer has called a queue and is waiting for an agent to answer the call. If you have enabled a personal pickup announcement, it will be played immediately after you answer the call, before your conversation starts.
Callback	Instead of waiting in queue, customers may choose to be called back when it is their turn. If you are offered a callback, you will see the buttons Call and Play instead of the Answer button. Click the Call button to call the customer. Click the Play button if the customer has left a recorded voice message. Once the call ends, you need to either finish or postpone the callback.
Dialout	<p>A dialout is similar to (and resembles) a callback. The difference between the two is how they are initiated: A callback is initiated by a customer while a dialout is initiated by your company.</p> <p>Dialouts are useful if you have to call many different customers. Instead of giving you a long list of phone numbers to call, your company can create dialouts from this list. In this way, you do not have to spend time on typing every single phone number – you just click Call when you receive a dialout.</p> <p>To ensure you know the purpose of calling the customer, dialouts should either be coordinated in advance or have a note attached with the information you need to know before calling.</p>

Use the **number** prefix to differ between callbacks and dialouts. The prefix will be either **Callback** or **Dialout**.



The three types of call, the system can distribute to you. From the left: A regular incoming call, a callback, and a dialout.

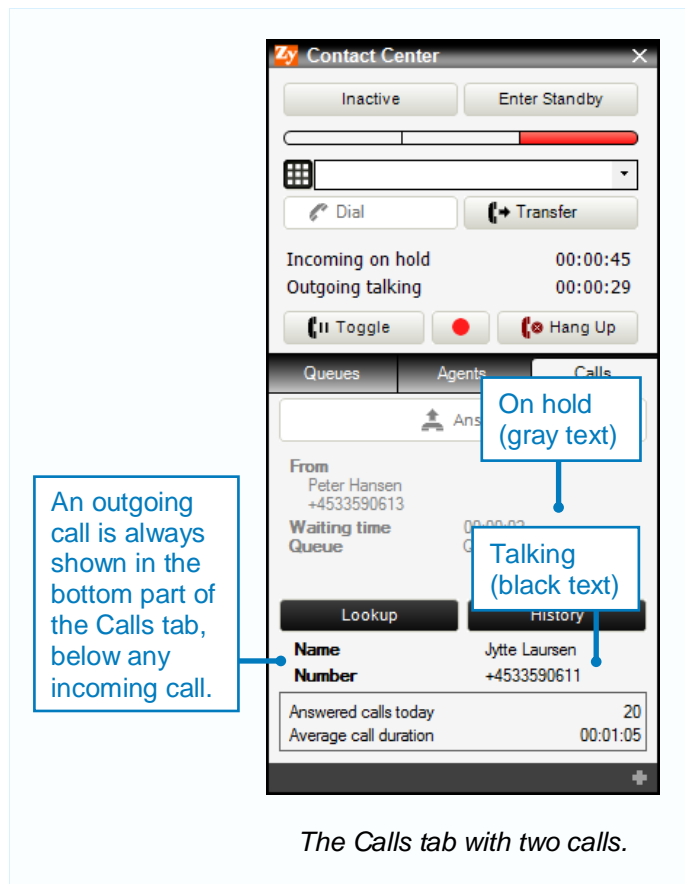
3.2.2 Outgoing Calls

You can initiate an outgoing call in three ways: 1) Enter a number in the phone number field in the Contact Center Window, 2) select an agent in the Agents tab, or 3) select a user in the Time component in the Time window. Click **Dial** to dial the number.

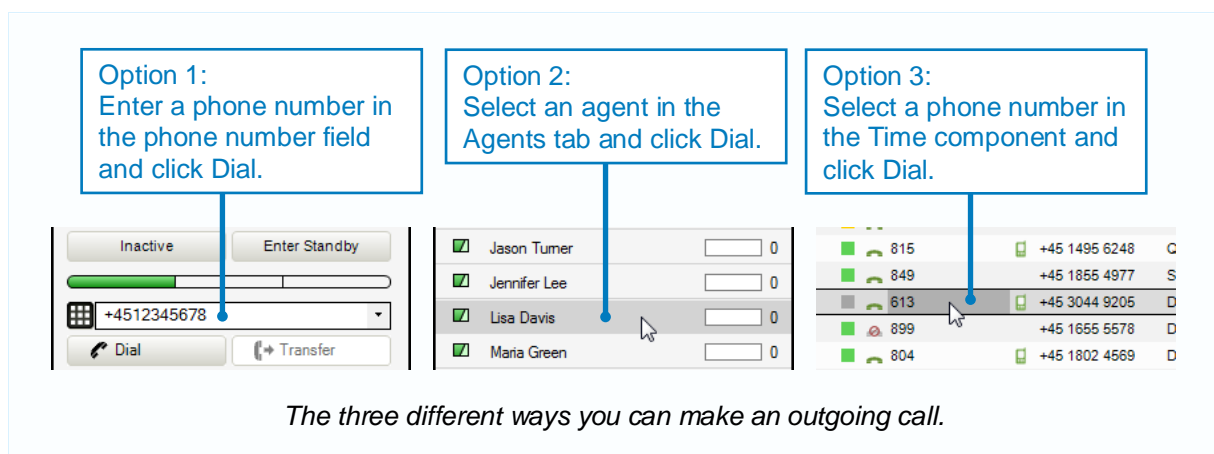
If a user from the Time component has more than one phone number registered, e.g. an office phone number and a mobile number, click the number you want to call.

If you enter a number in the phone number field, remember to include prefixed numbers or characters such as “0”, if this is required by your system.

You can make outgoing calls while handling an incoming call, but you cannot receive incoming calls while you are handling an outgoing call. You can only make one outgoing call at a time.



The Calls tab with two calls.



The three different ways you can make an outgoing call.

3.3 Callbacks and Dialouts

You will only receive callbacks and dialouts if these features are used by your company. As mentioned in section 3.2.1, callbacks are initiated by customers who want to be called back instead of waiting the queue while dialouts are initiated by your company who wants you to call specific customers.

Both callbacks and dialouts are handled almost the same way as regular incoming calls. When you receive a callback or a dialout, you will see the buttons **Call** and **Play** instead of the **Answer** button in the **Calls** tab. You will also see a **Finish** button in the upper part of the Contact Center Window.

The Play button is only enabled for callbacks and only in cases where the customer has left a recorded message. Click **Call** to call the customer or click **Finish** if calling the customer is not necessary or the call needs to be postponed.

After a call, or if you click **Finish**, you have two options in the Calls tab: You can finish the callback or postpone the callback, where the latter will reschedule the callback for another time.

In order to finish your callback or dialout, you must choose the option which best describes the call. The available options are always **Success**, **Busy** or **No answer**. You may also be asked to provide reason codes below these three options (section 3.1.3). Click **Finish** at the bottom of the Calls tab to finish your callback or dialout.

In order to postpone your callback or dialout, select either **Postpone – Busy** or **Postpone – No answer** and select a duration. You can choose between predefined options or manually enter a date and time. Click **Finish** at the bottom of the Calls tab to postpone your callback or dialout.

Click **Finish** to end or postpone your callback without calling the customer.

Select **Success**, **Busy** or **No answer** to finish your callback. You may be asked to provide reason codes.

Select **Postpone – Busy** or **Postpone – No answer** in order to postpone your callback and choose how long you want to postpone it.

Call the customer.

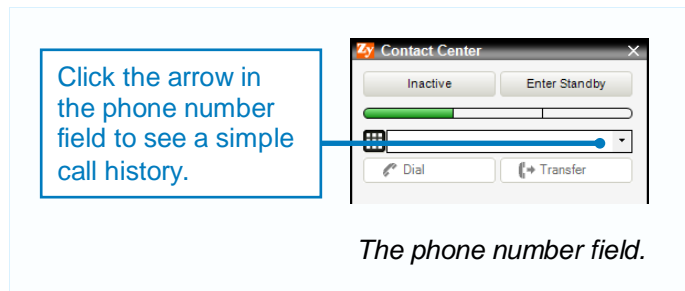
If the **Play** button is enabled, the customer has left a recorded voice message you can listen to (callbacks only).

How you finish or postpone a callback. The same options are available for dialouts.

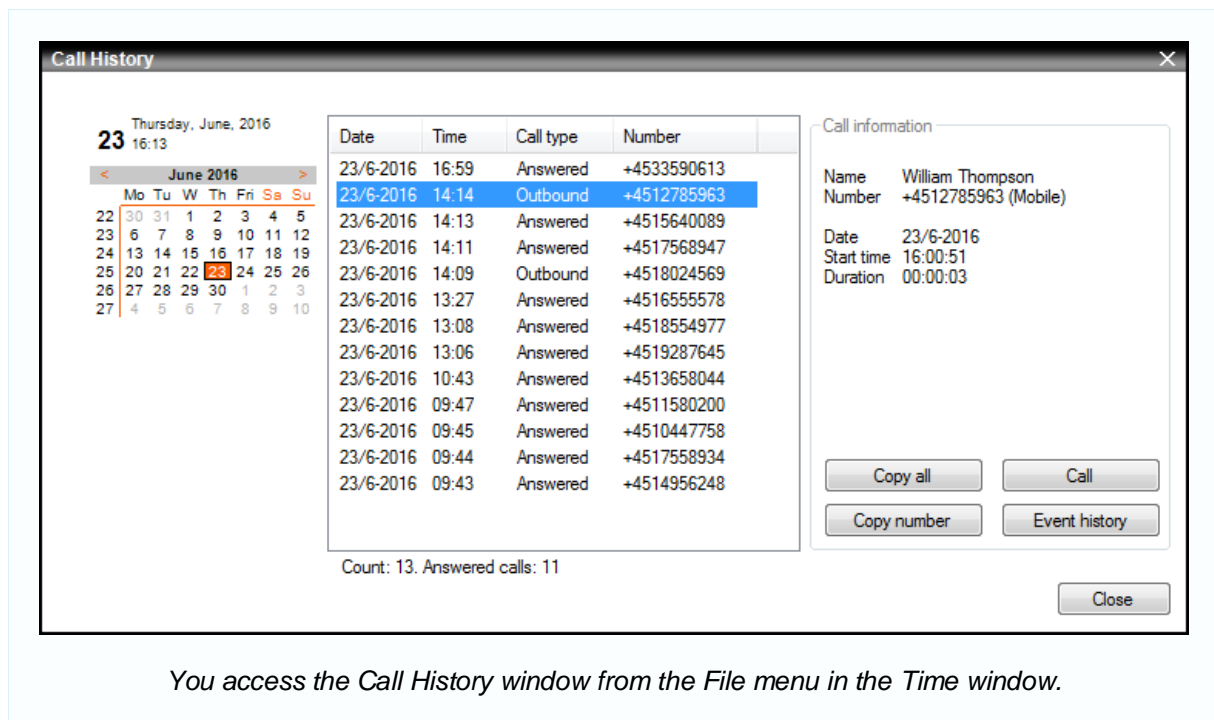
3.4 Call History

In the Contact Center Window, you can open a simple history of your latest incoming and outgoing calls by clicking the small arrow in the right side of the phone number field.

For a thorough call history, go to the **File** menu in the Time window and select **Call History**.



In the left side of the Call History window, you can choose which day you want to view. In the right side, you can see information about a highlighted call and four buttons. You can click **Copy all** or **Copy number** to copy that information and insert it somewhere else e.g. in emails. Click **Call** to call the selected number. The **Event history** button will open more call details, e.g. when the call was queued, or when you answered the call.



3.5 View Shortcuts

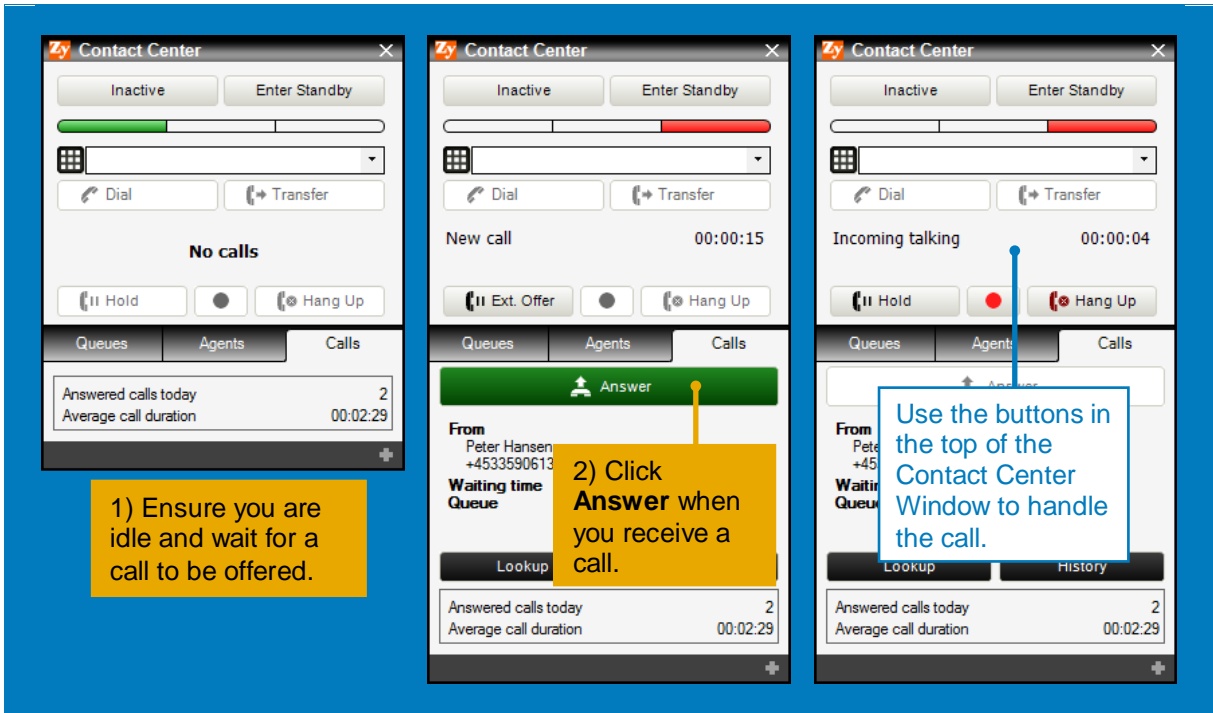
Shortcuts may be available for the call buttons. To view them, you can either:

1. Open the **Help** menu in the top of the Time window and choose **Shortcuts**.
2. Press and hold your keyboard's right Ctrl key (this feature can be turned on or off in the settings).

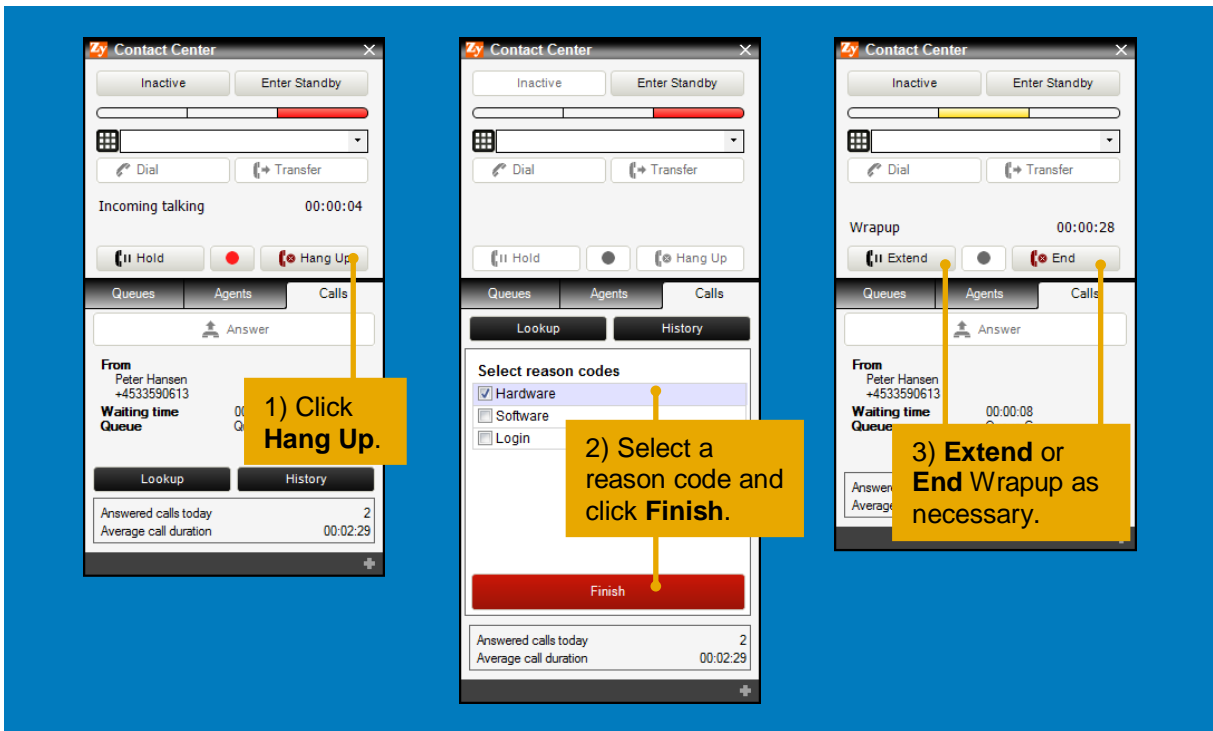
The **Shortcuts** window contains all the shortcuts already configured and available in the application. If you press and hold the Ctrl key in the right side of your keyboard, you can view the shortcut for every single call button below the button, assuming a shortcut exists and that the feature has been enabled in your settings.

3.6 Call Handling Examples

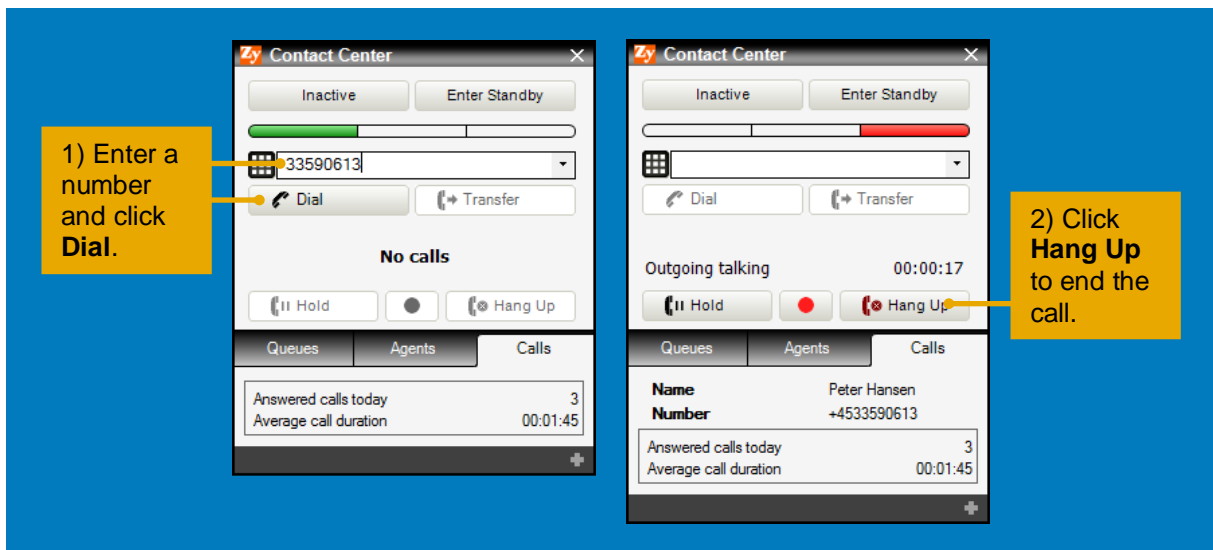
3.6.1 Answer a Call



3.6.2 End a Call and Provide Reason Codes

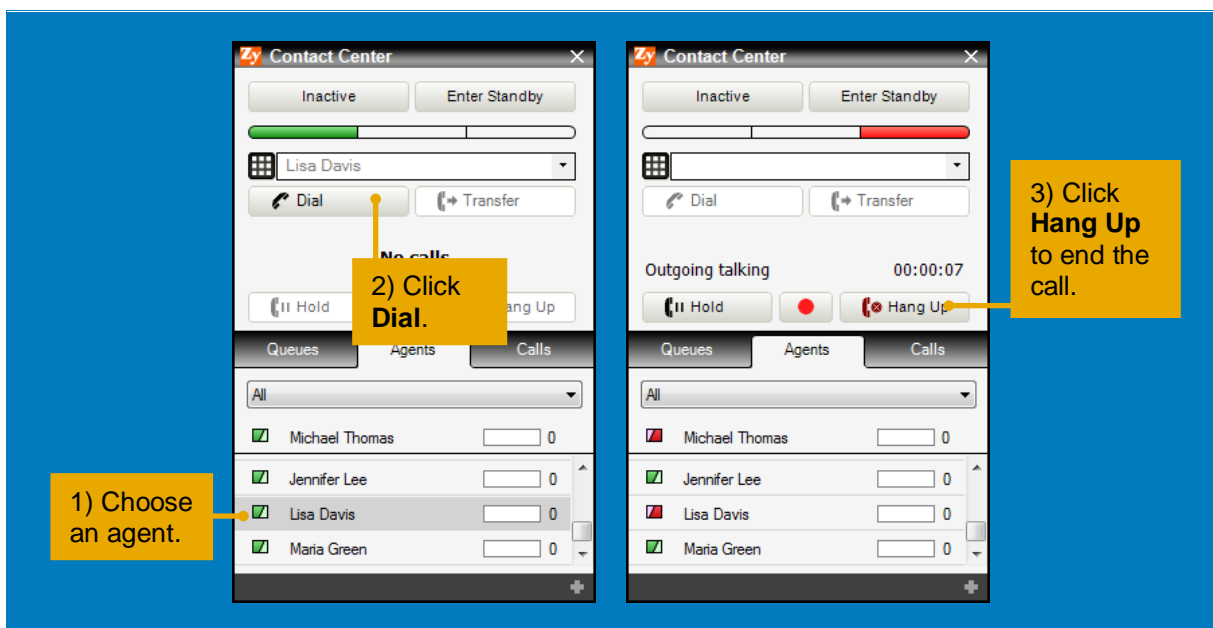


3.6.3 Dial a Number



If outgoing calls must be prefixed with numbers or character, such as “0”, due to system requirements, remember to enter these before the phone number you wish to call.

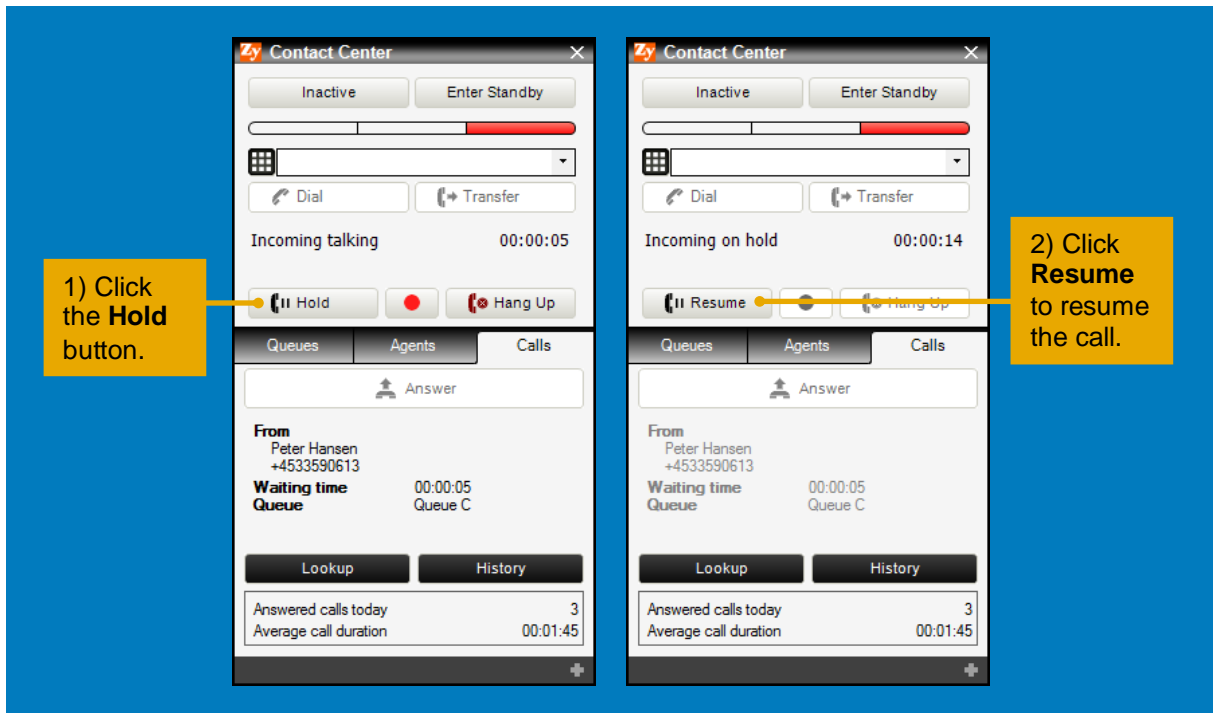
3.6.4 Call Another Agent



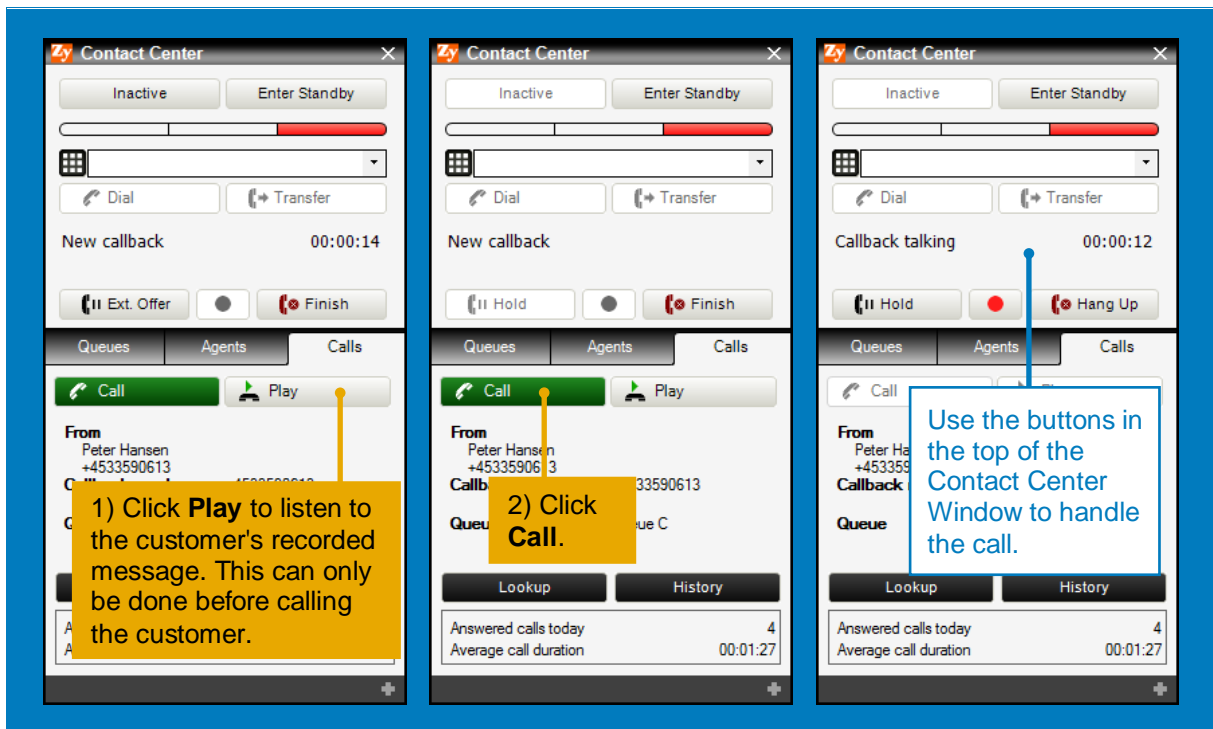
Please note: You may not be able to call an agent.

An agent's phone type determines whether you can call that agent. Because of this, not all agents can be called.

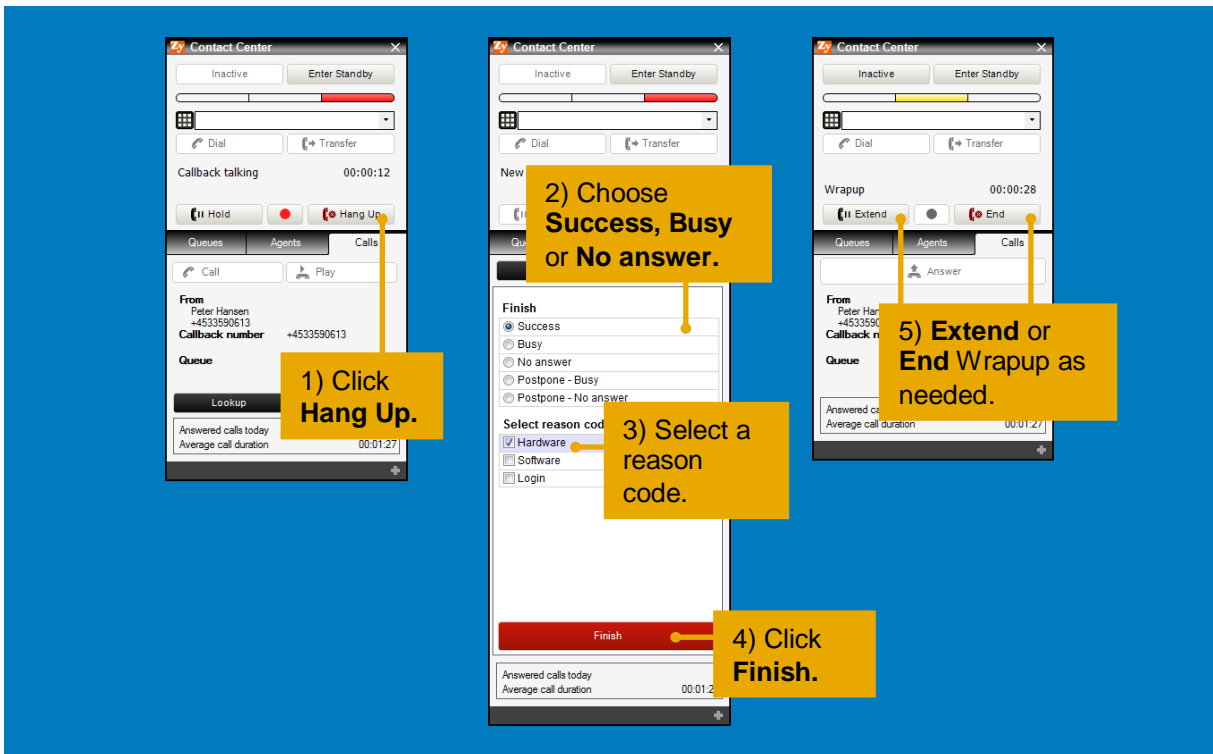
3.6.5 Put a Call on Hold



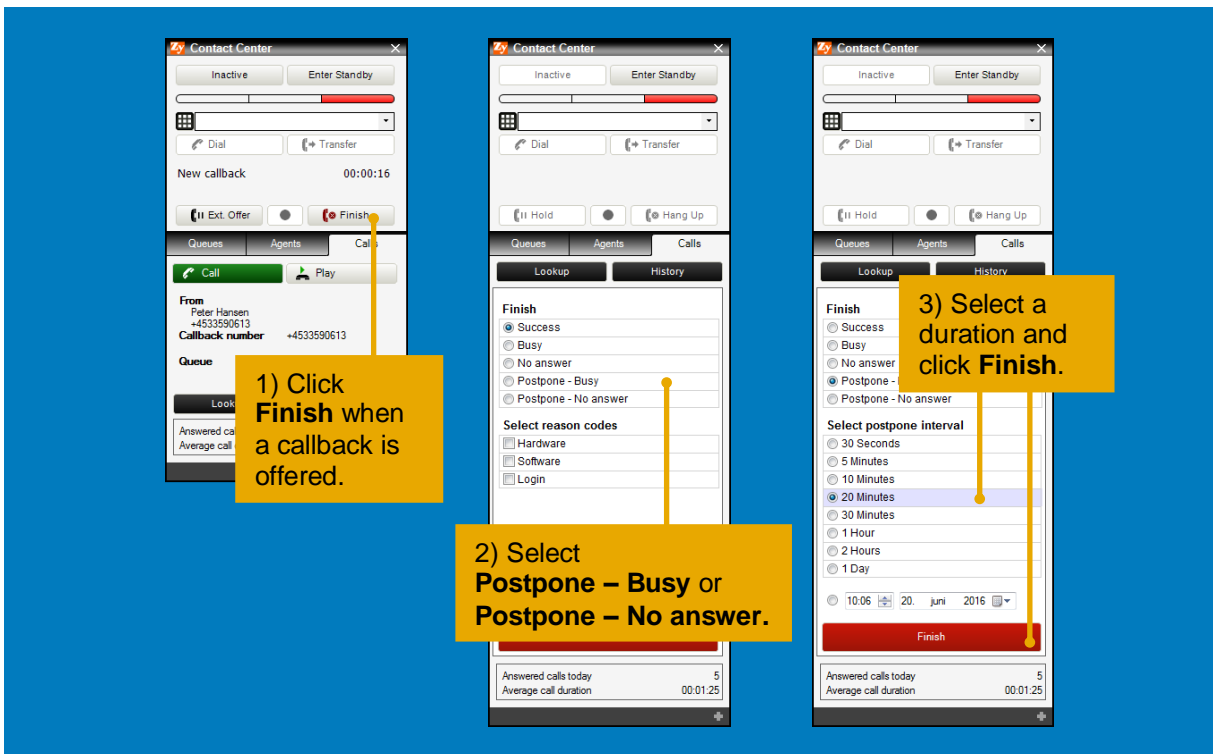
3.6.6 Handle a Callback with a Recorded Message



3.6.7 Finish a Callback and Provide Reason Codes



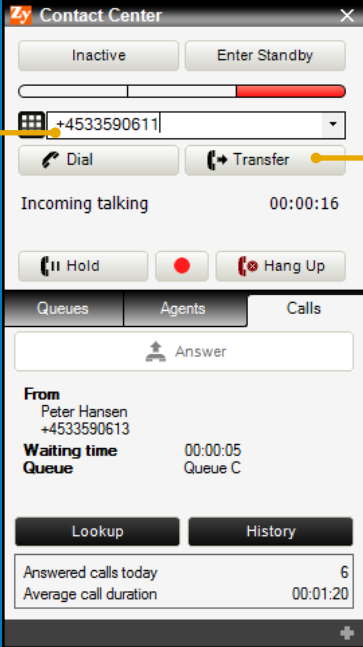
3.6.8 Postpone a Callback without Calling the Customer



3.6.9 Unattended Transfer

1) Enter a number in the phone number field during an incoming call.

You may also choose an agent from the Agents tab, a queue from the Queues tab or a person from the Time component.

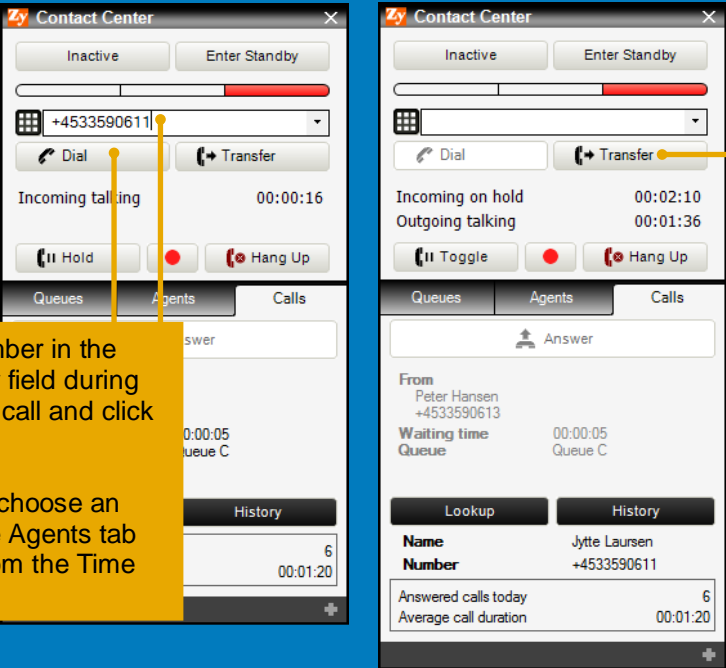


2) Click **Transfer** to transfer your incoming call to the number you entered or selected.

3.6.10 Attended Transfer

1) Enter a number in the phone number field during your incoming call and click **Dial**.

You may also choose an agent from the Agents tab or a person from the Time component.



2) Click **Transfer** to transfer your talking call to your call on hold.

3.6.11 Attach Note and Transfer Call to Another Agent

The screenshot shows three windows from the Zylinc Contact Center interface:

- Left Window (Main Call Control):** Shows call status (Inactive), dial and transfer buttons, and call details for Peter Hansen (+4533590613). A yellow callout points to the **History** button with the instruction: "1) Click **History**."
- Middle Window (History):** Displays a list of call history entries. A note is attached to the entry for Michael Thomas on 24-06-2016 at 11:43:29, with the text "Needs help with installation." A yellow callout points to the **Close** button with the instruction: "2) Write your note in the note field. Click **Close** once you are done."
- Right Window (Agent Selection):** Shows a list of active agents including Michael Thomas, David Walker, James Taylor, Jason Turner, Jennifer Lee, Lisa Davis, and Maria Green. A yellow callout points to the **Transfer** button with the instruction: "4) Click **Transfer**." Another yellow callout points to the agent list with the instruction: "3) Choose an agent (only agents can view notes)."

3.6.12 Record a Call

The screenshot shows two windows from the Zylinc Contact Center interface:

- Left Window (Main Call Control):** Shows call status (Inactive) and call details for Peter Hansen (+4533590613). A yellow callout points to the **Record** button with the instruction: "1) Click the **Record** button."
- Middle Window (Main Call Control):** Shows the call status after recording. A yellow callout points to the **Hang Up** button with the instruction: "2) Click **Hang up**."
- Right Window (Conversation recorded):** A dialog box asking "Why was the conversation recorded?" with a text input field and two buttons: **Discard recording** and **Save**. A yellow callout points to the **Save** button with the instruction: "3) If this window appears once you hang up, explain why you recorded the call and click **Save**."

4 Settings

4.1 Headset

If you are using a headset, you may have access to additional settings, depending on your headset and setup.

In order to use your headset with Zylinc Contact Center, open the Actions menu in the Time window, go to Sound Devices, and ensure your headset is checked. If you have more than one headset connected, check the one you wish to use.

If you wish to use different headsets for microphone and speaker, open **Settings** from the **File** menu. Open the option **Interface**, then **Audio** and finally **Devices** to set this up.

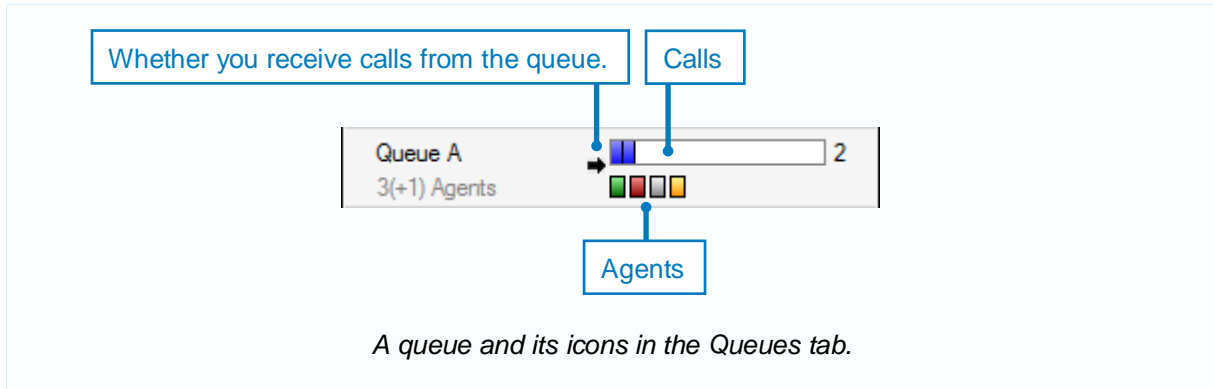
4.1.1 Jabra and Plantronics

If your headset is a Jabra or Plantronics headset, you will have even more settings available. Open **Settings** from the File menu, and click **Interface**, **Audio**, and **Headset** to adjust these settings. The settings available depend on the brand and model.

Appendix A: Queue and Agent Icons

The icons you can find in the Queues and Agents tabs in the Contact Center Window are described below.

A.1 Icons in the Queues Tab



A.1.1 Whether You Receive Calls

- You do not receive calls from this queue
- ➔ You receive calls from this queue







A.1.2 Calls

- The call's waiting time has not exceeded the service goal of the queue
- The call's waiting time has exceeded the service goal of the queue

A.1.3 Agents

- The agent's status is **Idle**
- The agent's status is **Busy**
- The agent is in **Wrapup**
- The agent is in **Standby** mode
- The agent's status is **Inactive**
- The agent's status is **Unreachable**

A.2 Icons in the Agents Tab

-  The agent's status is **Idle**
-  The agent's status is **Busy**
-  The agent is in **Wrapup**
-  The agent is in **Standby** mode
-  The agent's status is **Inactive**
-  The agent's status is **Unreachable**