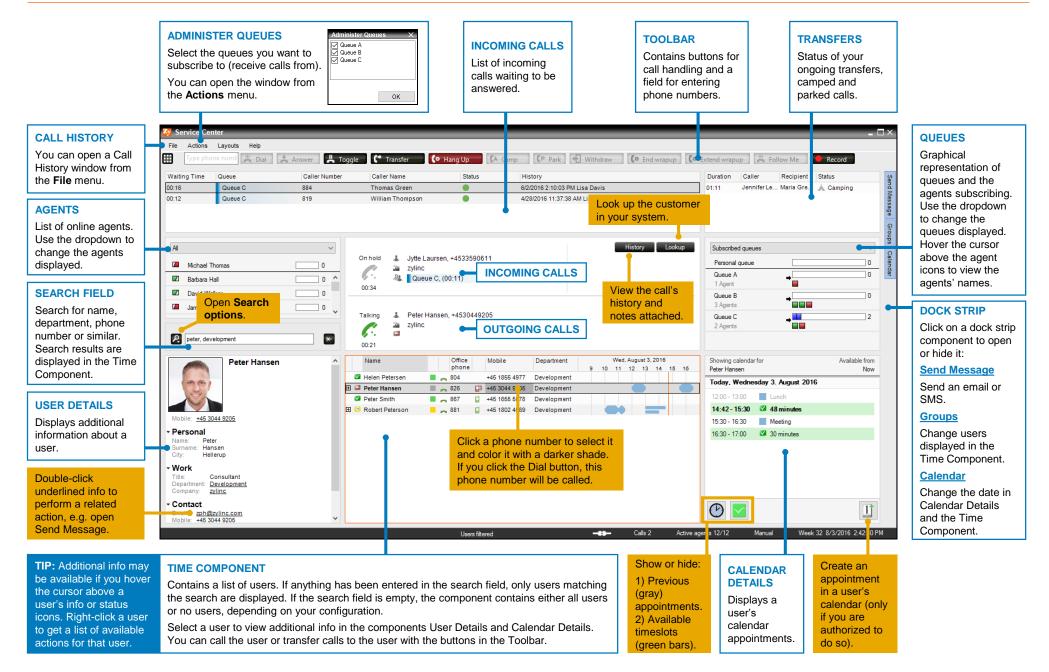
Zylinc Service Center 6.0 – Components

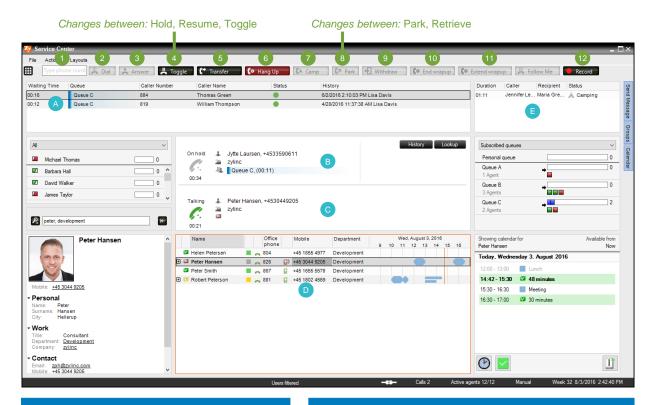




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Call Handling





Wrapup (time for post processing finished incoming calls)

- Click End wrapup to end your wrapup time (10).
- Click Extend wrapup if you need more wrapup time (11).



Play message and call the customer

- Click Play (only visible when a message is available) (13).
- Click Call to call the customer (14).

Once you hang up, you get a window in which you must choose to finish the callback, i.e. remove it from the queue, or postpone it.

Finish or postpone the callback without calling the customer

- Click Finish (15).
- To finish the callback, select Success, Busy or No answer. To postpone, select Postpone – Busy or Postpone – No answer.

Basic Call Handling

Call a number and hang up

- Type a number (1) or click a phone number (D).
- Click Dial (2).
- Click Hang Up (6) to end the call.

Answer an incoming call

- Select the call you want to answer (A). You can only answer calls, when you are not already handling a call (B/C).
- Click Answer (3).

Put a call on hold

- During a call (B/C), click Hold (4). The button changes to Resume.
- Click Resume (4) to resume the call.

Transfer a Call

Unattended transfer

- During an incoming call (B) which is not on hold, choose or type (D/1) the number you want to transfer to.
- Click Transfer (5).

Attended transfer

- Make an outgoing call (C) while you have an incoming call (B). The Hold button (4) changes to Toggle.
- Click Toggle (4) to toggle between your calls.
- Click Transfer (5) to connect your two calls.

Camp a call (transfer a call to a busy phone)

- During an incoming call (B) which is not on hold, choose the busy phone you want to camp the call at (D).
- Click Camp (7).

Additional Call Features

Cancel a transfer/camp (withdraw the call)

- Select the call you want to withdraw in Transfers (E).
- Click Withdraw (9).

Park a call

- During a call (B/C), click Park (8). The button changes to Retrieve.
- To retrieve the call, select your parked call in Transfers (E) and click Retrieve (8). You can only retrieve parked calls when you are not already handling a call (B/C).

Record a call (feature depends on your configuration)

- Click Record (12) during a call to record it.
- Once the call ends, you might be asked to provide additional information about the recording.

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