

Zyline Service Center 6.0 – Components

ADMINISTER QUEUES
Select the queues you want to subscribe to (receive calls from). You can open the window from the **Actions** menu.

INCOMING CALLS
List of incoming calls waiting to be answered.

TOOLBAR
Contains buttons for call handling and a field for entering phone numbers.

TRANSFERS
Status of your ongoing transfers, camped and parked calls.

CALL HISTORY
You can open a Call History window from the **File** menu.

AGENTS
List of online agents. Use the dropdown to change the agents displayed.

SEARCH FIELD
Search for name, department, phone number or similar. Search results are displayed in the Time Component.

USER DETAILS
Displays additional information about a user.

QUEUES
Graphical representation of queues and the agents subscribing. Use the dropdown to change the queues displayed. Hover the cursor above the agent icons to view the agents' names.

DOCK STRIP
Click on a dock strip component to open or hide it:
[Send Message](#)
Send an email or SMS.
[Groups](#)
Change users displayed in the Time Component.
[Calendar](#)
Change the date in Calendar Details and the Time Component.

CALENDAR DETAILS
Displays a user's calendar appointments.

TIP: Additional info may be available if you hover the cursor above a user's info or status icons. Right-click a user to get a list of available actions for that user.

TIME COMPONENT
Contains a list of users. If anything has been entered in the search field, only users matching the search are displayed. If the search field is empty, the component contains either all users or no users, depending on your configuration.
Select a user to view additional info in the components User Details and Calendar Details. You can call the user or transfer calls to the user with the buttons in the Toolbar.

CALENDAR
Showing calendar for Peter Hansen
Today, Wednesday 3. August 2016
12:00 - 13:00 Lunch
14:42 - 15:30 48 minutes
15:30 - 16:30 Meeting
16:30 - 17:00 30 minutes

INCOMING CALLS
On hold: Jytte Laursen, +4533590611
Queue C, (00:11)

OUTGOING CALLS
Talking: Peter Hansen, +4530449205

SEARCH FIELD
peter, development

SEARCH FIELD
Open Search options.

CALENDAR
Click a phone number to select it and color it with a darker shade. If you click the Dial button, this phone number will be called.

CALENDAR
Show or hide:
1) Previous (gray) appointments.
2) Available timeslots (green bars).

CALENDAR
Create an appointment in a user's calendar (only if you are authorized to do so).

CALENDAR
View the call's history and notes attached.

CALENDAR
Look up the customer in your system.

Changes between: Hold, Resume, Toggle

Changes between: Park, Retrieve

The screenshot shows the Service Center interface with various call handling options and a call log. Callouts are placed as follows: 1 (Type phone num), 2 (Dial), 3 (Answer), 4 (Toggle), 5 (Transfer), 6 (Hang Up), 7 (Camp), 8 (Park), 9 (Withdraw), 10 (End wrapup), 11 (Extend wrapup), 12 (Record), 13 (Play), 14 (Call), and 15 (Finish).

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).

Callback (an incoming call where you need to call the customer)

The screenshot shows a callback interface with buttons for 'Call' (14) and 'Play' (13). It also displays queue information for Queue A (1 Agent), Queue B (3 Agents), and Queue C (2 Agents). A 'Finish' button (15) is also visible.

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.