



Contact Center

What is a contact center?

This document defines soft key integration associated to contact center features and functionality.

Contact center may also be known or referred to as:

- Call Queuing
- Call Center
- Automated Call Distribution (ACD)

If you're not a member of a contact center, you will not have soft keys described in this document.

Contact center soft keys

Agent sign in

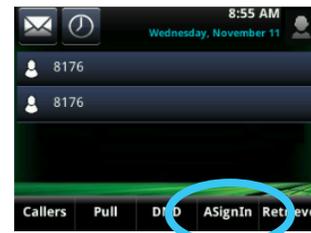
Sign in (logging in to the queue)
As an agent, you'll typically sign into the queue at the beginning of your shift. Supervisors have access to reporting that provide agent sign in statistics:

To sign in to the queue:

1. Tap the **ASignIn** soft key.
2. If you don't see an **ASignIn** soft key, you may need to tap the **More** soft key.

You're now signed in to the queue, but won't receive calls from the queue until you change your status to available.

Soft key



Agent sign out

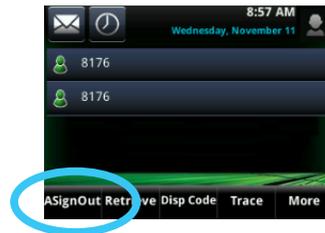
Sign out (logging out of the queue)
As an agent, you'll typically sign out of the queue at the end of your shift. Supervisors have access to reporting that provides agent sign out statistics:

To sign out of the queue:

1. Tap the **ASignOut** soft key.
2. If you don't see an **ASignOut** soft key, you may need to tap the **More** soft key.

You're now signed out of the queue, and won't receive calls from the queue until you sign back in and make yourself available.

Soft key



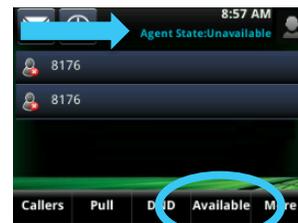
Agent available

Once you've signed in to the queue, your agent status is typically set to unavailable. You won't receive calls until you change your status to available:

1. Tap the **Available** soft key.
2. If you don't see an **Available** soft key, you may need to tap the **More** soft key.
3. If you see an **Available** soft key, this is your indication that you're in unavailable status and won't receive calls from the queue.

Confirm your agent status by referring to the status bar at the top of the display.

Soft key





Contact center soft keys--continued

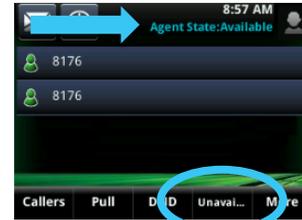
Agent unavailable

Since you don't sign out of the queue until the end of your shift, if you need to step away from your desk, or not take calls for any reason, you change your status to unavailable:

1. Tap the **Unavailable** soft key.
2. If you see an **Unavailable** soft key, this is your indication that you're in available status and are ready to accept calls from the queue.
3. If you don't see an **Unavailable** soft key, you may need to tap the **More** soft key.

Confirm your status by referring to the status bar at the top of the display.

Soft key



Wrap up

If defined by your company administrator, you may be allowed a period of time upon completion of queue calls for wrap-up activities. When the timer expires, you'll mostly likely be placed into available status and begin receiving calls:

1. If you want to accept calls while in wrap-up status, tap the **Available** soft key.
2. You may need to tap the **More** soft key.
3. This allows you to manually make yourself available to accept calls from the queue, prior to the timer expiring.

The status bar at the top of the display indicates wrap-up if you're actively in wrap-up status.

Soft key

