

# Zylinec Attendant Console – Component Overview

**MENUS**  
**File:** Change settings and preferences or view your call history.  
**Actions:** Concerns actions such as changing Status or creating an Absence.  
**Layouts:** Change the application layout ("Advanced" layout shown below).  
**Help:** View shortcuts, open the manual (help option) or open a web portal.

**TOOL BAR**  
 Contains buttons and a phone number field used for call handling.

**QUEUE OVERVIEW**  
 Shows the queues from which you are receiving calls.

**INCOMING CALLS**  
 List of calls waiting to be answered.

**AGENT OVERVIEW**  
 All the agents you are sharing queues with and their status.

**SEARCH FIELD**  
 Search for e.g. name, department or phone number.

**USER DETAILS**  
 See detailed information about a selected user.

**ACTIVE INCOMING CALL**  
 View call history and notes attached.

**ACTIVE OUTGOING CALL**

**TRANSFERS**  
 Shows the status of active transfers and whether they succeed or fail.

**DOCK STRIP**  
 Provides access to other components:  
[Send Message](#)  
[Calendar](#)  
[Groups](#)

**CALENDAR DETAILS**  
 View calendar appointments for a selected user.

**TIME COMPONENT**  
 Shows the users who match what is entered in the search field and their status info. Select a user to perform call actions such as Dial or Transfer.  
 When nothing is entered in the search field, the Time Component is either blank or displays all users. If you right-click the column bar at the top of the component, you can change what info to display, such as Calendar (not visible in the image above), Lync status or Mobile Number.

**TIP:** Additional info may be displayed when you hover your cursor above info or icons. For more options, try to right-click a user.

**CALENDAR**  
 Change date displayed in Calendar Details and the Time Component.

**GROUPS**  
 Change users displayed in the Time Component.

**SEARCH FIELD**  
 Choose what to search for.

**SEARCH**  
 Select which phone number to dial, when you click Dial. The selected number has a darker highlight color.

**CALENDAR**  
 Show or hide 1) completed appointments 2) available time slots

**CALENDAR**  
 Create a new appointment in the selected user's calendar.

# Call Handling and Icon Description

## Agent Mode (A)

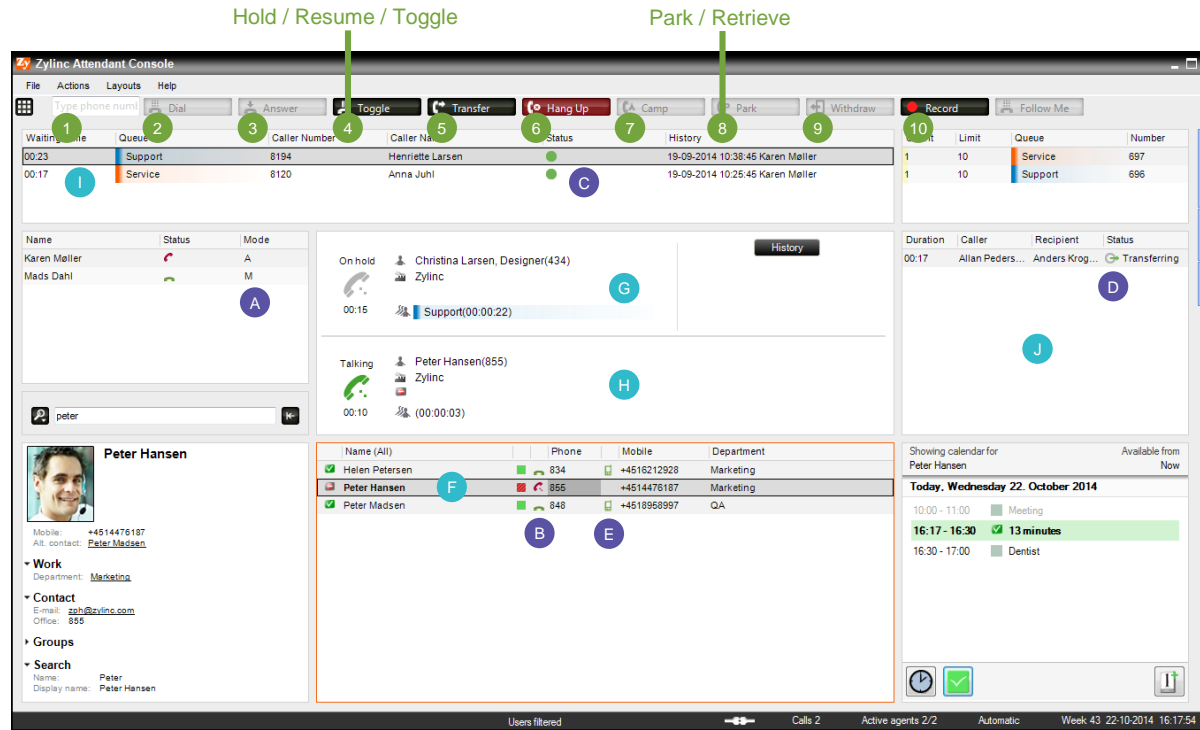
- A:** The agent automatically receives calls to answer in (G)
- M:** The agent must manually select the calls to answer in (I)
- F:** The agent gets calls on another device (Follow Me mode)

## Agent Status (In Actions menu)

- Active:** Ready to answer calls
- Inactive:** Not answering calls
- Offline:** Not connected

## Phone Status Icons (B)

- No calls
- Phone is ringing
- Do not disturb
- In a call
- Has a call on hold
- No phone connected
- Calls are forwarded
- Forward due to appointment
- Permanently forwarded



## Call Status Icons (C/D)

- New call
- New call from other queue
- Transferring
- Transferred call withdrawn
- Transfer completed
- Transfer failed
- Call camped
- Camped call returns
- Camped call withdrawn
- Camped call answered
- Camped call failed
- Parked call

## Mobile Status Icons (E)

- No calls
- In a call
- Do not disturb
- Offline
- Roaming

## Basic call handling

### Call a number and end a call

- Enter a number (1) or click on a phone number next to a user (F).
- Click on Dial (2).
- Click on Hang Up (6) to end the call.

### Answer an incoming call

- If you do not already have an active call (G/H), select the call you wish to answer (I).
- Click on Answer (3).

### Put a call on hold

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

## Transfer a call

### Unattended transfer

- During an incoming call (G), which is not on hold, select (F) or enter (1) the number you wish to transfer the call to.
- Click on Transfer (5).

### Attended transfer

- Have both an incoming (G) and an outgoing (H) call. The Hold button (4) changes to Toggle.
- Click on Toggle (4) to change which call you are talking to.
- Click on Transfer (5) to connect the two calls.

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

- During an incoming call (G), which is not on hold, select the number you wish to camp the call at (F).
- Click on Camp (7).

## Other call features

### Cancel a transfer/camp (withdraw call)

- In Transfers (J), select the call you wish to withdraw.
- Click on Withdraw (9).

### Park a call

- During an active call (G/H), click on Park (8). The button changes to Retrieve. The parked call can be viewed in Transfers (J).
- Click on Retrieve (8) to retrieve and continue the call.

### Record a call (only available when using an internal phone)

- Click Record (10) during a call to record it.
- When the call ends, choose whether to save the recording or discard it. Please note that the entire conversation is recorded, even the part before you pressed Record.