Zylinc Contact Center – Component Overview

CONTACT CENTER WINDOW

The Contact Center window is your primary way of interacting with the application.

The window is divided into an upper half containing your call actions and a lower part with tabs. The tabs contain overviews of queues, agents and your active calls. You automatically receive calls to answer, when your status is set to Active.

CALENDAR

Change date displayed in Calendar Details (see the Dock Strip) and the Time Component.

TIME WINDOW

Unlike the Contact Center window it is possible to minimize the Time window. The window can be restored whenever you need it.

The Time window is useful whenever you wish to call or view information about a colleague, who does not have an agent role.

UPPER HALF

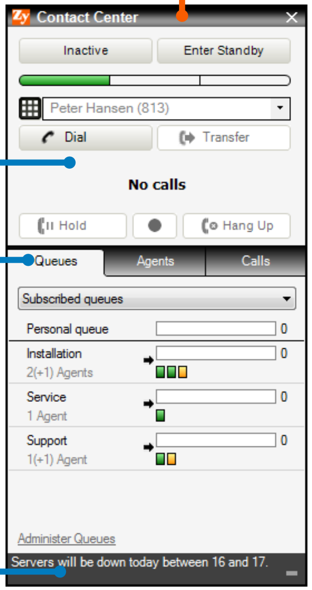
Shows your active calls, your call options and status.

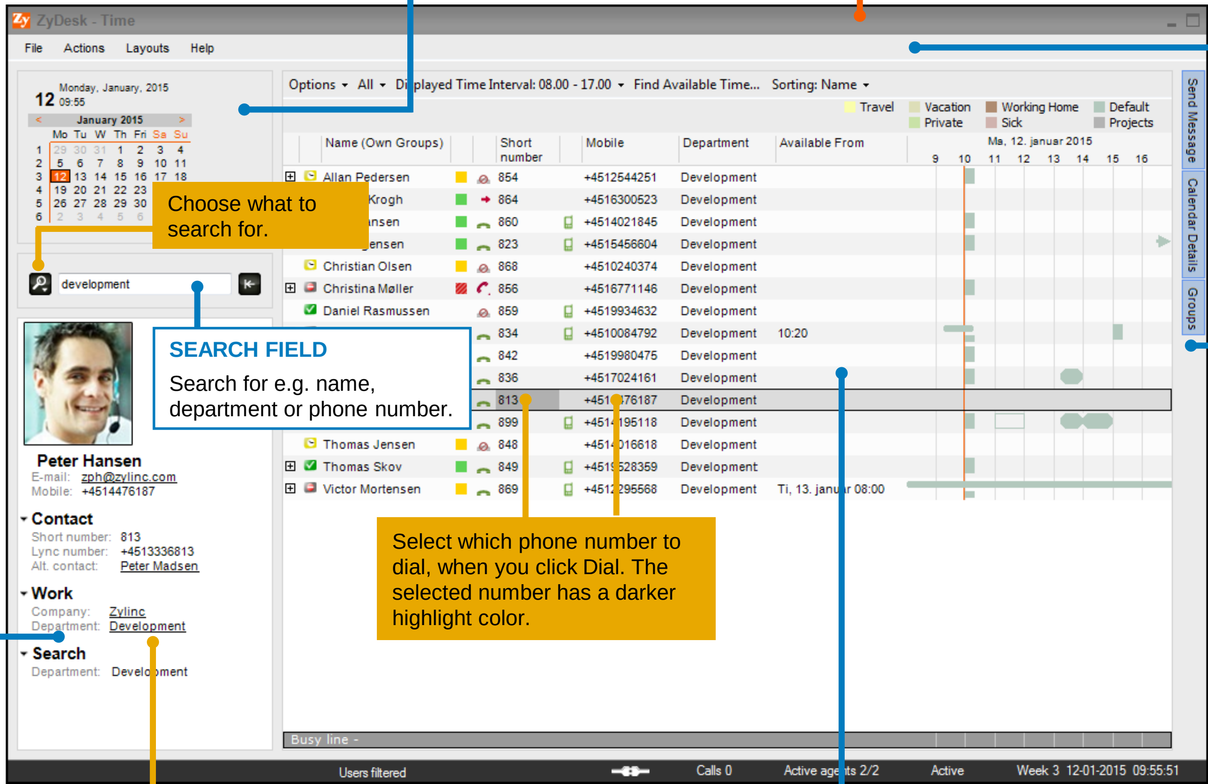
TABS

Change between a queue overview (displayed on the image), agent overview or details about your active calls (see next page for more details).

NOTIFICATIONS

Shows important notifications from the company. You can toggle between hiding and displaying the notifications by clicking the sign.





Choose what to search for.

SEARCH FIELD

Search for e.g. name, department or phone number.

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

CALL HISTORY

Accessed through the menu option "Call History" in the File menu.

DOCK STRIP

Provides access to other components:

Send Message

Send a message e.g. an email.

Calendar Details

View calendar appointments for a selected user.

Groups

Change users displayed in the Time Component.

USER DETAILS

See detailed information about a selected user.

Double-click underlined info to activate a related feature, e.g. search by department and view the members in the Time component.

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, Lync status or Mobile Number.

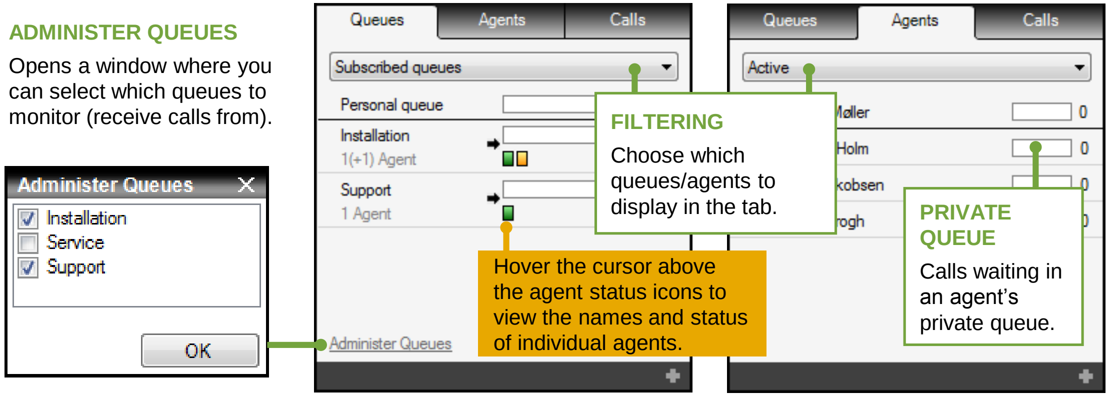
TIP: Additional info may be displayed when you hover your cursor above info or icons. For more options, try to right-click a user.

Queues, Agents, Status and Call Handling

Queues and Agents

ADMINISTER QUEUES

Opens a window where you can select which queues to monitor (receive calls from).



Status

You can choose between three states, which determine if you receive calls. The colored status indicator shows your current status. You can change status by using the two buttons at the top of the Contact Center window. If you change status from Active to either Inactive or Standby you may be prompted to select a reason for the change.

Active: You receive calls
Standby: You only receive calls on critical queues
Inactive: You do not receive calls

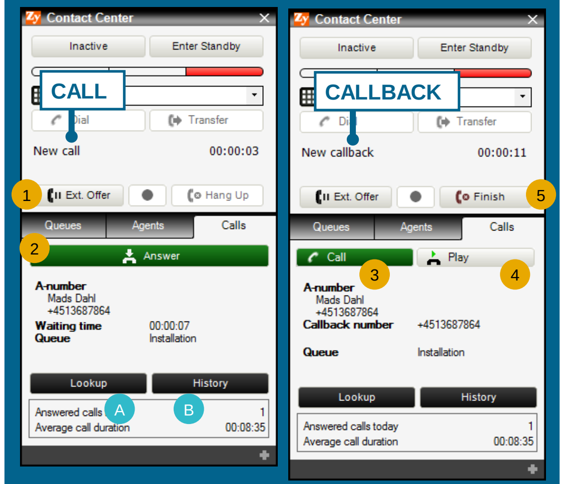
During call handling, the system will automatically assign an appropriate status to you. The status indicator displays the status assigned.

Busy: You are handling or have been assigned a call
Wrapup: You have just finished a call
Unreachable:
Error status, e.g. you did not answer a call

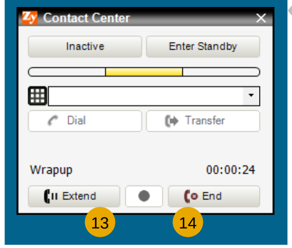
Call Handling (incoming calls and callbacks)

Start: **READY FOR A NEW CALL OR CALLBACK (the customer wants to be called)**

ANSWER CALL or ANSWER CALLBACK

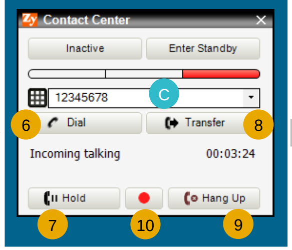


WRAPUP



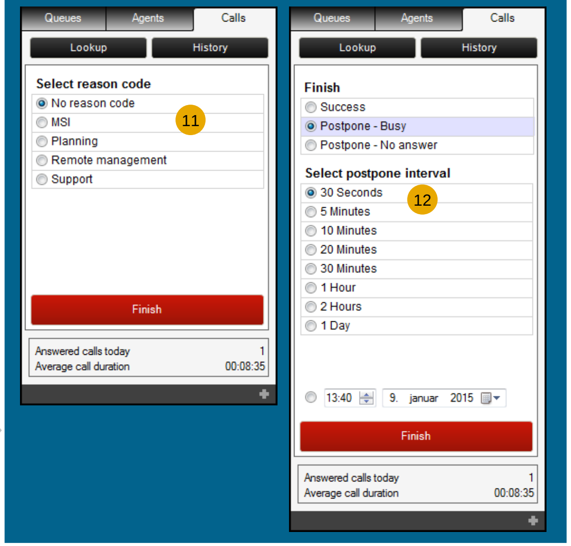
Incoming calls and callbacks are handled identically. Wrapup doesn't differ either.

HANDLE CALL



SELECT REASON CODE or POSTPONE CALLBACK

If you choose "Success" in the top part of the Calls tab you can select a reason code for the callback. If you choose a "Postpone" option you need to select a new time for when the customer should be called.



1. Extend the duration you have to answer the call or callback
2. Answer the call
3. Call the customer (callbacks only)
4. Play spoken message (callbacks only)
5. Finish or postpone the callback without calling the customer (callbacks only)

- A Look up the customer in your system
- B View the call's history and notes

6. Call a number entered in C
7. Put the call on hold (two active calls: toggle between the calls)
8. Transfer the call to a number entered in C (two active calls: connect the two calls)
9. End active call (which is not on hold)
10. Record the current call(s)

- C Phone number field

11. Select reason code for a finished call
12. Postpone callback (only available for callbacks after choosing a "postpone" option at the top of the tab)
13. Extend the wrapup duration
14. End wrapup