

# Zylinec Web Agent Quick overview



## Manual mode

When you manually select the calls that you want to answer.

## Incoming calls overview

Where you answer calls if you're in manual mode.

## Active call

View details about caller, and handle the call: Put on hold, transfer, record, etc.

## Last handled by ...

View who handled the caller before you. Includes time and queue info.

## Active calls overview

Where you handle ongoing calls, and also where you answer calls if you're in automatic mode.

## Automatic mode

When calls are automatically assigned to you.

Learn more about Zylinec Web Agent on [help.zylinec.com](http://help.zylinec.com)

## Search or dial

Search for people and resources, or enter a number to dial.

## Agents & queues

Overview of status, waiting calls, service goals, etc.

## Appointments

View appointments of the selected person or resource.

## Transfers

View status of your transfers.

## Recipient

The person who'll get your call or transfer.

## Groups

Limit availability overview to certain people or resources

The screenshot displays the Zylinec Web Agent interface. At the top, there are status indicators: 'BUSY', 'NO APPOINTMENTS FOUND!', and '+ YOU ARE AVAILABLE! CLICK TO CHANGE'. Below this is a navigation bar with icons for Home, Phone Agent (1/10), Phone not forwarded, Wayne's 40th birthday Sunday, and Active Agents (2/4 Standby: 1). The main area is divided into several sections:

- Call Control Panel:** Shows a call in progress with 'TALKING' status. The caller is Sam Saleem (625 62556), a Chief Technology Officer. There are buttons for Hold, Transfer, Park, Camp, REC, and END.
- Call History:** A list of recent calls with columns for Time, Caller, Recipient, and Status.
- Search and Dial:** A search bar and a dial pad.
- Agents & Queues:** A table showing agent status and queue information.
- Appointments:** A calendar view showing appointments for the selected agent.
- Availability Overview:** A grid showing the availability of agents and resources over time.
- Transfers:** A section for managing call transfers.
- Recipient:** A section for selecting the recipient of a call or transfer.
- Groups:** A section for limiting availability to certain groups.

## Details

View details about the person or resource you've selected in the availability overview.

## Availability overview

View availability of people, meeting rooms, queues, etc., as well their status and calendar appointments. Select people to call them or transfer calls to them. If you don't know what a status icon means, place your pointer over it. To add/remove columns, or sort columns, click the availability overview's header.



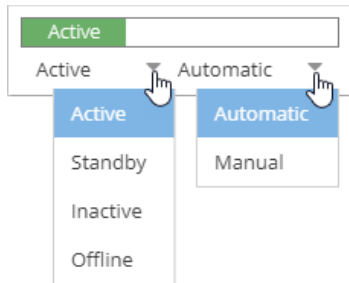
# Zylinec Web Agent Quick task reference



## Your agent status and mode

Use the status widget in the top part of your Web Agent to:

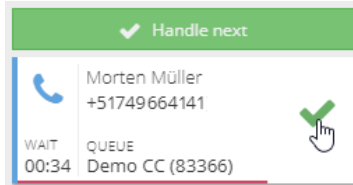
- Change your agent status (**Active**, **Standby**, etc.)
- Choose between **Automatic** mode (calls are automatically assigned to you) or **Manual** mode (you manually select the calls that you want to answer).



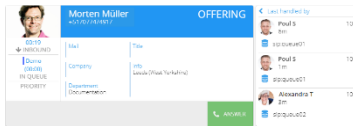
Talk with your colleagues before you change your status away from active: If you're the last agent in active status, and you then change your status to inactive or offline, the queue may automatically close, because there's no one left to answer calls.

## Answer call

If you're in **Manual** mode, incoming calls appear in the left part of your Web Agent. Click the right part of the card that represents the call that you want to answer:



If you're in **Automatic** mode, each call automatically appears in the active calls overview in the center of your Web Agent. Simply click the green **Answer** button:



If the caller is known to your organization, you can view details about the last three calls from the caller.

## Are they available?

To find out if people or resources are available, use the availability overview in the lower part of your Web Agent.

If your organization has a lot of people, use search to quickly filter the availability overview.

	Name ↑	Short number	Mobile	9	10	11	12	13
✓	Kim	616						
✓	Kuhlov	668	5205369					
✓	Michel	622						
	Paris							

## Search

Use the search field in your Web Agent to find a specific person, room or resource.



The moment you begin to type, your Web Agent automatically filters content in the availability overview to match your search.

You can search for most properties, including names, e-mail addresses, and phone numbers.

Click ▼ to limit your search to a category (name, department, etc.).

## Transfer call to someone

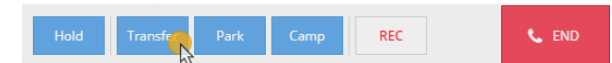
When you've answered a call, you can transfer it in two ways:

- Unattended (when you specify somebody, and then transfer the call to them without talking with them first)
  - Attended (when you specify somebody, call them, talk with them, and then transfer the call to them).
1. Specify the person, queue, or number that you want to transfer the call to. You can do that in two ways:
    - Select somebody in the availability overview.
    - Alternatively, toggle the search field into dial mode:

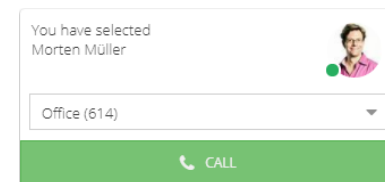


Then enter the number that you want to transfer the call to.

2. If you want to make an *unattended transfer*, click **Transfer**.



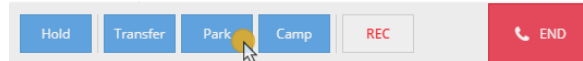
3. *Attended transfers* only: Click **Call** to talk with the person you want to transfer the call to:



When you've talked, click **Transfer**.

## Park or camp call

If you want to temporarily put a call aside in order to handle other calls, you can park the call.



If you transfer a call to someone who's busy, you can camp the call. Once the person becomes available, they'll get the camped call automatically.

