

# Zyline Service Center Quick overview



Go to [help.zyline.com](http://help.zyline.com) for more Service Center concepts, procedures, examples, tips, and other useful content.

## Menus

**File:** Change settings, view your call history, etc.  
**Actions:** Change your status, create absence, etc.  
**Layouts:** Change the application layout.  
**Help:** Open help, view shortcuts, etc.

## Incoming inquiries

List of incoming inquiries that wait to be answered.

## Toolbar

Buttons for call handling, plus field for entering phone numbers.

## Transfers

Your ongoing transfers, plus camped and parked calls.

## Dock strip

Provides access to other features:  
**Send Message:** Send a text (SMS) or e-mail message.  
**Groups:** Change users displayed in the Time overview.  
**Calendar:** Change date in Calendar details and Time overview.

Numeric keypad.

**Agents**  
 List of online agents. You can filter/search for agents.

**Search**  
 Search for name, department, phone number, etc. View search results in the Time overview.

**User details**  
 View detailed information about a selected user.

Double-click underlined content to get related features, e.g. view people who work in same department.

The screenshot shows the Zyline Service Center interface. At the top, there's a menu bar with 'File', 'Actions', 'Layouts', and 'Help'. Below it is a toolbar with buttons for 'Dial', 'Answer', 'Toggle', 'Transfer', 'Hang Up', 'Camp', 'Park', 'Withdraw', 'End wrapup', 'Extend wrapup', and 'Follow Me'. A numeric keypad is visible on the left. The main area is divided into several sections: 'Waiting Time' and 'Queue' tables, 'Active incoming inquiry' and 'Active outgoing inquiry' cards, a 'History' and 'Lookup' section, a 'My queues' list, and a 'Calendar' view. A user profile for Peter Hansen is shown on the left, and a calendar for Wednesday, August 3, 2016, is on the right. A dock strip at the bottom contains icons for 'Send Message', 'Groups', and 'Calendar'.

Look up caller in your organization's systems.

View call's history and any attached notes.

Select what to search for.

You can often get additional information when you place your pointer over icons, etc. Also try to right-click a user for more details.

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

**Queues**  
 Graphical representation of queues and agents who subscribe. You can filter and search the queue list.  
 Place your pointer over individual elements for more features.

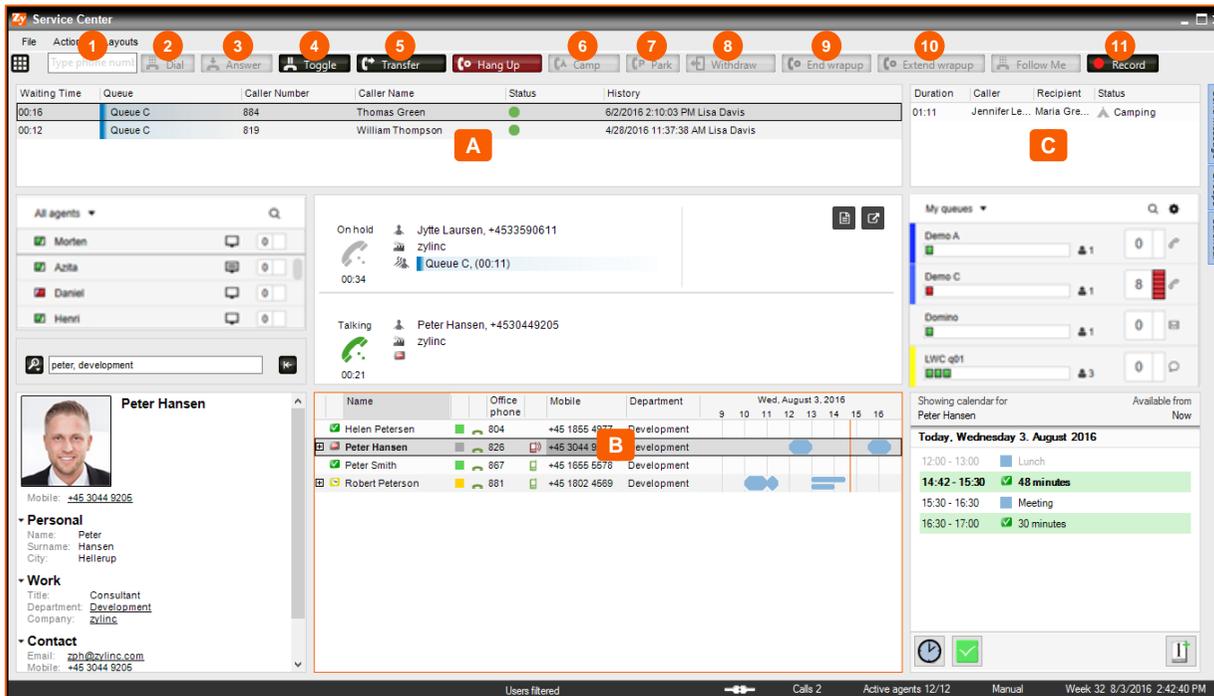
**Time overview**  
 Displays list of people and resources. If you've searched, only people who match your search are displayed. If the search field is empty, the overview displays either all people and resources or nothing, depending on your configuration.  
 Select someone to view additional information about them. You can call them or transfer calls to them with the buttons in the toolbar.

Show/hide previous appointments and available timeslots.

**Calendar details**  
 Selected person's appointments.

Create appointments in calendar if you have required rights.





## Wrapup

When you end a call, wrapup lets you finish tasks before the next call.

- Click **End wrapup** [9] to end your wrapup time and get new calls.
- Click **Extend wrapup** [10] if you need more wrapup time.

## Callback

Sometimes, callers can select to be called back instead of waiting in the queue. When that's the case, you'll get an incoming call that's actually a request for you to make an outgoing call.



### Listen to message and then call back

- Click **Play** (if original caller has left a message).
- Click **Call** to call the original caller.

If the original caller doesn't answer when you call them, you can postpone the callback to get it again later.

## Call, answer, hold

### Call someone

- Enter a number [1] or select a number [B].
- Click **Dial** [2].

### Answer incoming call

- Select the call that you want to answer [A]. You can only answer calls when you don't already handle a call.
- Click **Answer** [3].

### Put ongoing call on hold

- Click **Hold** [4].
- The button changes to **Resume**. Click it when you're ready to resume the call.
- If you call someone while you have an incoming call, the **Hold** button changes to **Toggle**.

## Transfer, camp

### Attended transfer

- During an incoming call, call and speak with the person who should get the incoming call. The **Hold** button changes to **Toggle**.
- If required, click **Toggle** [4] to toggle between your calls.
- When ready, click **Transfer** [5] to connect the two calls.

### Unattended transfer

- During an incoming call (that isn't on hold), enter [1] or select [B] the number that you want to transfer the call to.
- Click **Transfer** [5].

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

- During an incoming call (that isn't on hold), select [B] the phone that, when it's no longer busy, should get the call.
- Click **Camp** [6].

## Park, withdraw, record

### Park call

- During a call, click **Park** [7]. The button changes to **Retrieve**.
- To retrieve the call, select your parked call in Transfers [C], and click **Retrieve**.
- You can only retrieve parked calls when you don't already handle a call.

### Cancel unsuccessful transfer/camp

- In Transfers [C], select the call that you want to withdraw.
- Click **Withdraw** [8].

### Record call (if possible in your organization)

- Click **Record** [11] during a call.
- Even if you click **Record** in the middle of a call, the call will be recorded from the beginning.