

# Zyline Team Center Quick overview



## Menus

**File:** Change settings, etc.  
**Actions:** Send message, create absence, etc.  
**Layouts:** Change the application layout.  
**Help:** Open help, view shortcuts, etc.

## Toolbar

Buttons for call handling and for entering phone numbers.

## Calls overview

Active and unanswered calls on your phone. If you have the required rights, you can also view and answer your colleagues' calls. The number of calls that you can handle simultaneously depends on your phone's setup.

## Calendar

Change the date displayed in the Time overview and Calendar details.

## 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 Team Center interface. At the top, there are menu items: File, Actions, Layouts, Email, Operator, Help. Below the menu is a toolbar with 'Call' and 'Dial Number' buttons. The main area is divided into several sections:

- Calendar:** Shows a calendar for August 2019, with the 7th highlighted.
- Search:** A search bar with the text 'Showing All' and a search icon.
- User details:** A profile card for Helen Patterson (M), Tester, with contact information and a photo.
- Time overview:** A table showing a list of people and resources with their status and availability for the week of August 7th to 16th. The table has columns for Name, Short number, Mobile, and a grid for days of the week. Various status icons and colors are used to indicate availability (e.g., yellow for vacation, red for absence).

## Dock strip

Provides access to other features:

**Send Message:** Send a text (SMS) or e-mail message.

**Calendar Details:** View calendar details for a selected user.

**Groups:** Change users displayed in the Time overview.

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

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

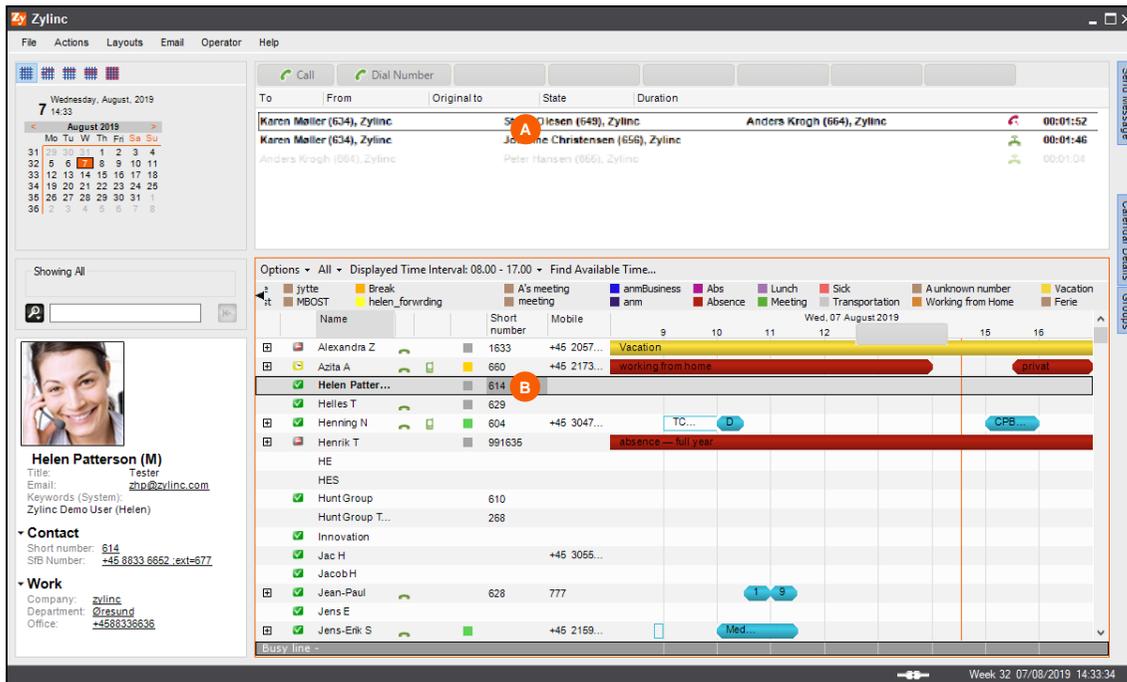
## Time overview

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.



# Zylinec Team Center Handle calls



## Forward, redirect

### Forward own calls to colleague

- Click **Toggle Own Forward** button, and specify number that your calls should automatically be forwarded to. To stop forwarding, click button again.

### Forward colleague's calls to other colleague

- In Time overview [B], select colleague whose calls should be forwarded, then click **Toggle Forward for** button, and specify number that calls should automatically be forwarded to.

### Redirect incoming call, that's intended for you, to a colleague

- Don't answer the call, just select it in Calls overview [A]. Then select colleague in Time overview [B], and click **Redirect Own Call** button

## Transfer

### Direct (cold) transfer

- Select call in Calls overview [A], select required person's number [B], and click **Direct Transfer** button.
  - or -
- Select call in Calls overview [A], click **Transfer to** button, and enter required person's number.

### Attended (warm) transfer

- Put the call that you want to transfer on hold.
- Then make another call to the colleague who should get the first call.
- When the colleague answers, speak with them to let them know that you'll transfer a call to them, and then click **Transfer Own Call** button.

### Transfer to voicemail

If your phone system supports it, you can transfer an ongoing call to a colleague's voicemail:

- Select required colleague in Time overview [B], then select the call in Calls overview [A], and click **Transfer to voice mail** button.



## Call, answer

### Answer incoming call

In the Calls overview, calls to you appear in **bold**. Calls to colleagues appear in normal letters if you don't have any calls yourself, and in **gray** letters if you're handling another call.

- Answer call to yourself: Select call in Calls overview [A] and click **Answer Own Call** button.
- Answer call to colleague: Select call in Calls overview [A] and click **Answer Call to [name]** button.

### Call someone

- Select a number [B] and click **Call** button.
  - or -
- Click **Dial Number** button and enter a number.

## Hold

### Put ongoing call on hold

- Select call in Calls overview [A] and click **Hold** button.
- The button changes to **Resume**. Click it when you're ready to resume the call.

If you have another active call, that call is put on hold when you resume the first call.

Go to [help.zylinec.com](http://help.zylinec.com) for more Zylinec Team Center procedures, examples, tips, and other useful content. For example, you can learn more about Zylinec Team Center's very powerful search options.