Zylinc Attendant Console Quick overview

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 calls overview

Incoming calls 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.

Calendar: Change date in Calendar details and Time overview.

Groups: Change users displayed in the 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.

Select what to search for.

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.

Look up caller in your organization's systems.

Active incoming call

View call's history and any attached notes.

Active outgoing call

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.

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Zylinc Attendant Console Handle calls
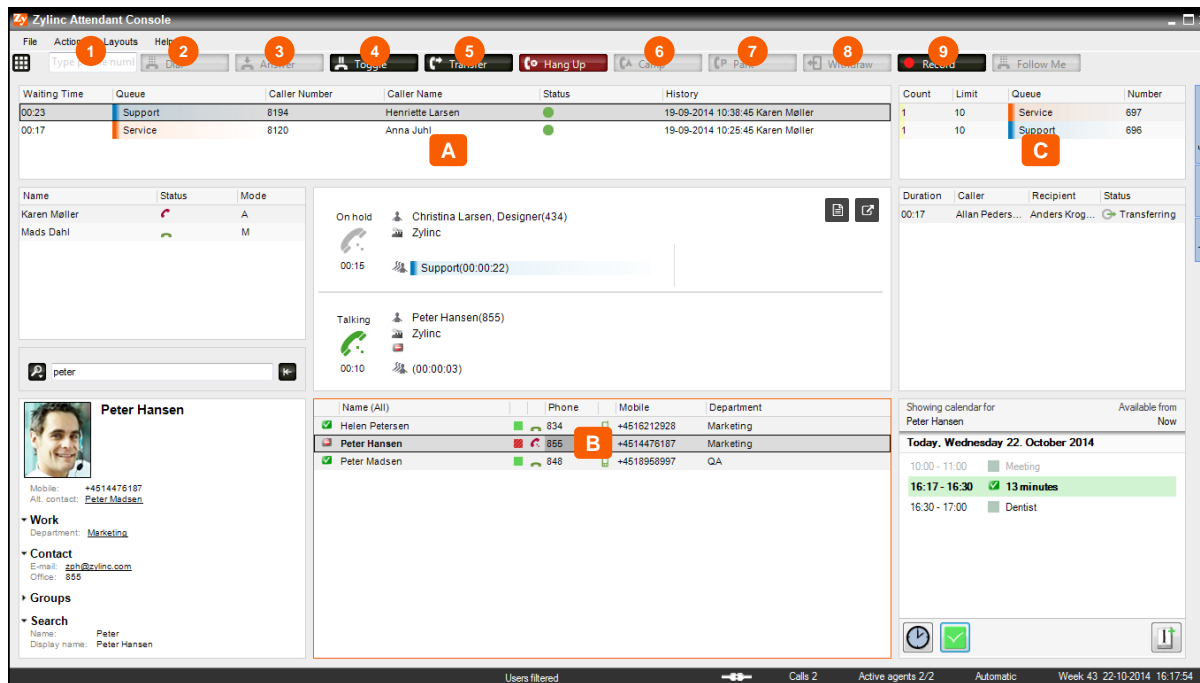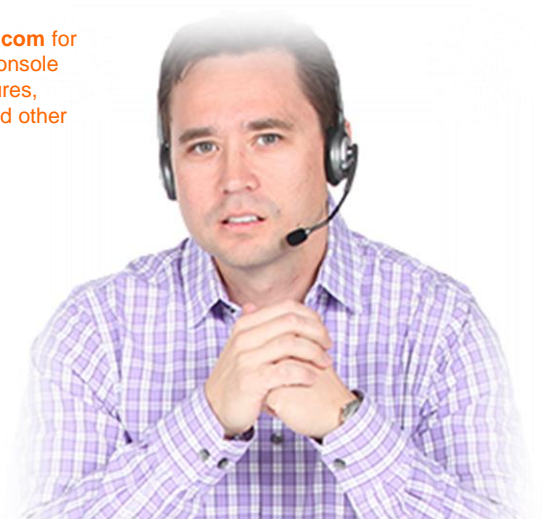
Agent modes

A: The agent automatically receives calls to answer

M: The agent must manually select the calls to answer

F: The agent gets calls on another device (Follow Me mode)

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