

Zyline Contact Center Quick overview



Contact Center window

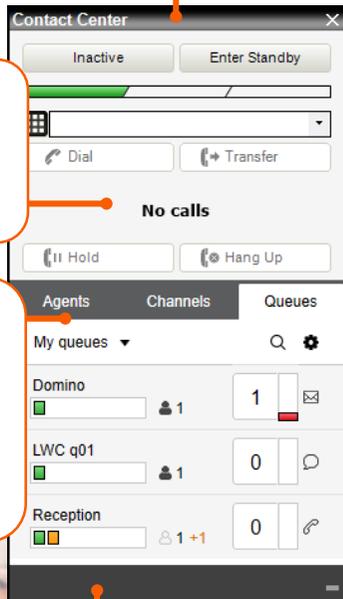
The small **Contact Center** window is your primary way of interaction. It has an upper part that contains your actions, and a lower part with tabs that contain overviews of agents, queues, and your active channels. You automatically get inquiries, when your status is set to Active.

Actions

Shows your active inquiries, your options, and status information.

Agents

Change between queue overview, agent overview, or details about your active channels (calls, e-mails, chats).



Notification bar

Shows notifications from your organization.

User details

View detailed information about a selected user.

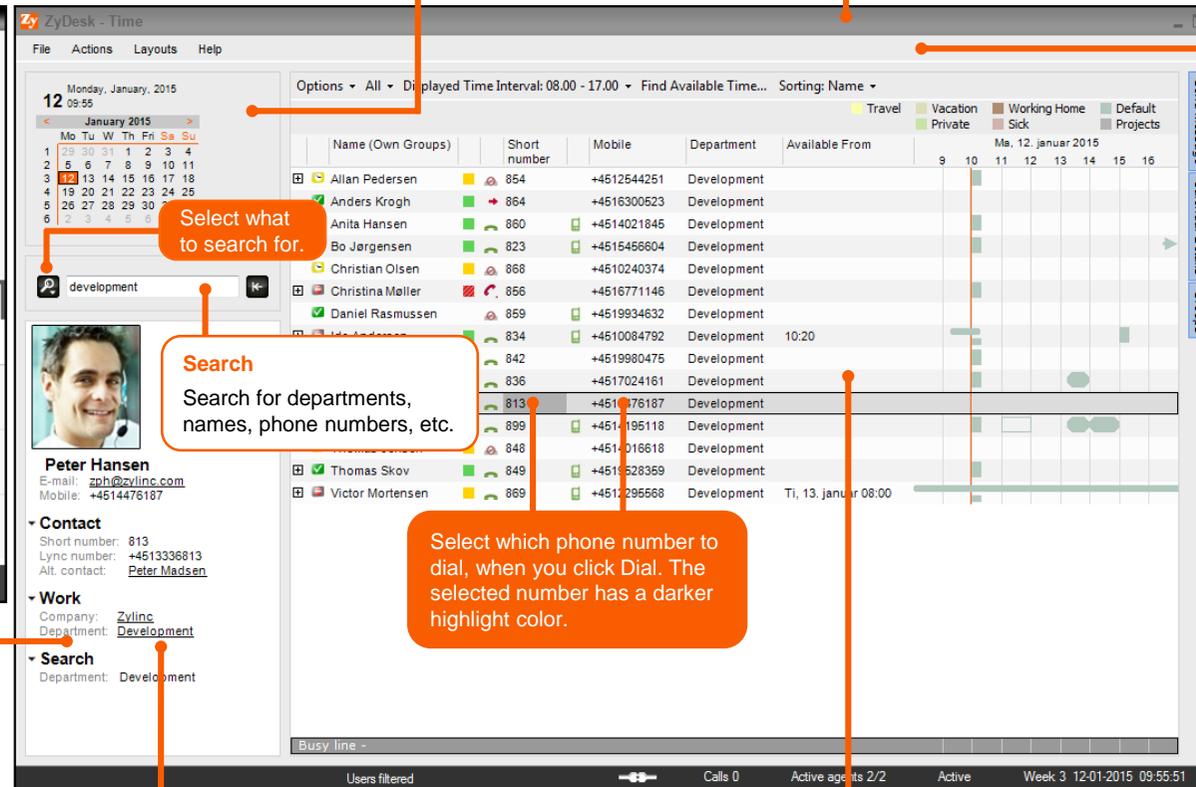
Double-click underlined information to use related features, e.g. to view other people who work in the same department.

Calendar

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

Time window

Unlike the **Contact Center** window, you can minimize the **Time** window, and restore it whenever you need it. The **Time** window is useful whenever you wish to call or view information about a colleague, who isn't an agent.



Select what to search for.

Search

Search for departments, names, phone numbers, etc.

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

Time overview

Displays users who match your search, as well as their status info. Select a user to perform call actions such as Dial or Transfer.

If you haven't searched, the Time overview is either blank or it displays all users. If you right-click the column header bar, you can customize which columns you want to view, for example people's calendars, Lync status, or mobile numbers.

Call history

Get it through the menu: **File > Call History**.

Dock strip

Access to more features:

Send Message

Send e-mail or text (SMS) message.

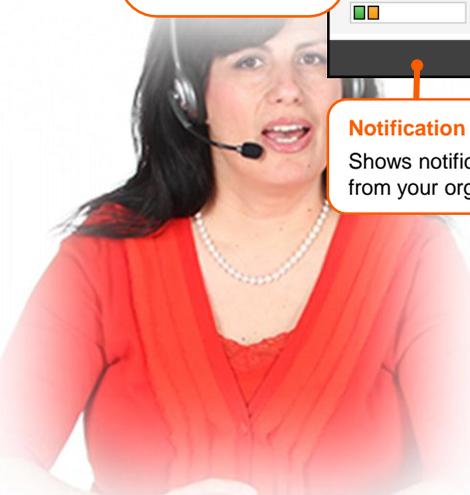
Calendar Details

View calendar appointments for a selected user.

Groups

Change users displayed in the Time overview

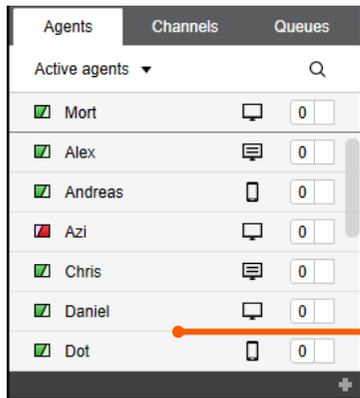
You can often get more information if you place your pointer over icons, etc. Also try to right-click a user for more details.



Zylinec Contact Center Quick task reference

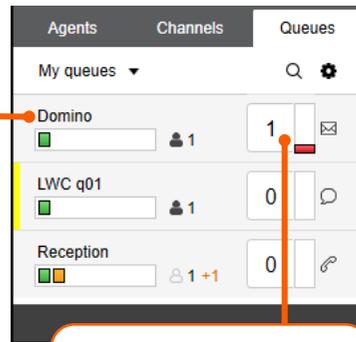


Agents and queues



Queue status, incl. agents on each queue. Place your pointer over queue names to view details.

Agents' status, modes, and number of waiting inquiries. Place pointer over icons to view details.



Inquiries in queue. Place pointer over indicator to view queue waiting time.

Status

You can choose between three states, which determine if you receive calls.

The colored indicator shows your current status. You can change status with 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.

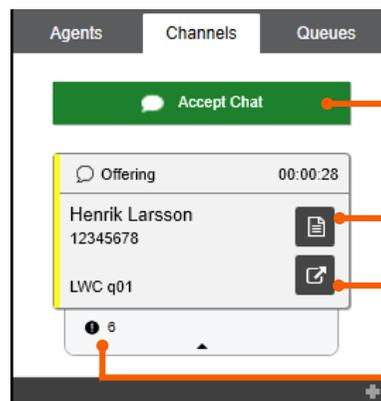
- Active:** You receive calls
- Standby:** You only receive calls on critical queues
- Inactive:** You do not receive calls

When you handle an inquiry, Contact Center automatically assigns a status to you:

- Busy:** You handle or have been assigned a call
- Wrapup:** You've just finished a call
- Unreachable:** Error, e.g. if you didn't answer a call

Channels

When you receive an incoming call, chat inquiry, or e-mail, you answer it on the **Channels** tab. In the example, the incoming inquiry is a chat session.



Answer inquiry.

View inquiry history.

Look up details.

Inquiry priority.

You may also get **callbacks** or **dialouts**.

Callbacks

A callback is when someone who originally called your organization has chosen to be called back when it's their turn.

If you get a callback, you'll see a **Call** button instead of an answer button. You may also get a **Play** button, if the caller has left a recorded message.

Dialouts

A dialout is when your organization needs to call people, for example if you run a marketing campaign. You then automatically get a call to make.

If you get a dialout, you'll see a **Call** button, and typically also a button with which you can view notes about the purpose of the outgoing call.

Go to help.zylinec.com for more Contact Center concepts, procedures, examples, tips, and other useful content.

