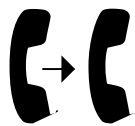


Routing operations

In a scenario where an agent is talking to a customer and needs to consult with another agent, the initial agent can initiate consultation transfer. In that case, the original call is put on hold and a new call is placed between the first and second agent. After the agents have finished consulting, there are two possible options:

- The first agent ends the call with the second agent and resumes the call with the customer.
- The first agent transfers the customer to the second agent.

The respective operations are located in the Transfer section of the ribbon bar.



Initiate a consultation

Shortcut: Ctrl + Shift + T

To initiate consultation transfer, enter the number of the agent with whom to consult and click the Consult button. At this point, the call with the customer is put on hold and the call with the other agent is started. This can also be done by dragging and dropping the call on the desired agent in the user list section on the left side. You can also select this option by right-clicking the call and choosing Consultation Transfer from the context menu.



Complete a transfer

Shortcut: Retrun key (while on call with the second agent)

To completely transfer the call to the other agent (i.e. initiating a call between the customer and the second agent and end the original call with the first agent), click the Complete button. You can also select this option by right-clicking the call and choosing Complete Transfer from the context menu.

If you don't want to transfer the customer's call to the second agent and resume the call with the customer instead, simply hang up the call with the second agent. The initial call can then be resumed normally.



Blind transfer

Shortcut: Ctrl + Shift + B

To transfer the customer to a second agent directly without first consulting with the second agent yourself, enter the number to transfer the customer to and press the Blind button. This way, you can also transfer the customer to numbers which are not in the contact list. You can also select this option by right-clicking the call and choosing Blind Transfer from the context menu.

Alternatively, hold down the control key, then drag and drop the phone call on an agent to whom the customer shall be transferred.

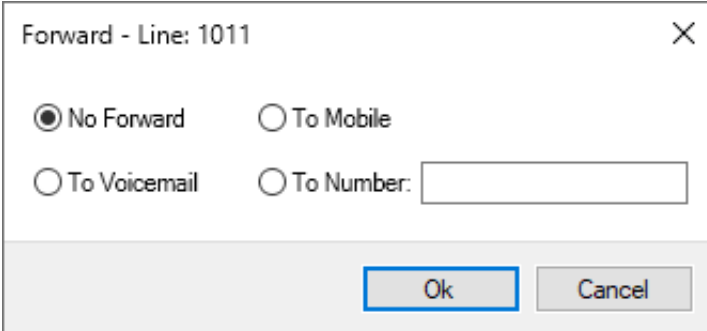
Redirect a call

Instead of transferring a call, the first agent can also redirect a call to a second agent while the phone is ringing: the call gets immediately directed to the second agent without initiating a call between the customer and the first agent.

To do so, drag a ringing call and drop it on the agent you wish to redirect the call to.

Call forwarding

If call forwarding is activated on a line, any incoming call to that line will be automatically redirected to the configured destination. To set call forwarding on a particular line, right click on a line and choose Forward from the context menu to access the forwarding configuration dialog box.



Forward - Line: 1011

No Forward To Mobile

To Voicemail To Number:

Ok Cancel

From this dialog box, forwarding to a pre-configured mobile number, voicemail, or a custom number can be set. The To Mobile option will forward calls to a Callisto line associated with the operator.

If multiple Callisto lines are available, you need to select the line you want to use for forwarding before opening the forwarding configuration dialog box.

If there are no Callisto lines associated with the operator, the To Mobile option will be disabled.

Intercept a call

If you select any agent from the *Users* pane, the current status of the agent's devices can be seen in the *Details* pane. If you observe an incoming call on one of the agent's devices, you can intercept the call by right-clicking it and choosing Pickup from the context menu. This way, the call will be connected to you directly without any action from the original agent's device.

Details

Draxler Claudia IT
 ★★★★★
 Available On L2 help desk duty until Friday

Line	State	Caller/Name	Redirected
1187		Claudia Draxler	
Incoming Call Léonard Saliouy (1119)			
+4366XXXXXXXX			
9100			

Call History

Filter by: All Calls Date

Line	Number	Caller/Name	Redirected
1011	1195	Rajni Korrapati	
1011	1057	Marta Marić	

Context Menu Options:

- Pickup
- Outlook Note
- Start Monitoring
- Start Coaching
- Stop Monitoring/Coaching

All currently ringing calls that you have permission to intercept can also be seen in the *Internal Pickup Queue* tab in the calls-related pane.