

Agent Application - Shortcut Key Description

The following table presents a list of keyboard shortcuts that agents can use to navigate quickly and easily in the agent applications and across widgets.

| Shortcut Description | Shortcut | Comment |
|---|--------------|---------|
| Add tab | Alt+0 | |
| Focus on the first tab in left tabset | Alt+6 | |
| Focus on the first tab in right tabset | Alt+7 | |
| Focus on Status / Profile | Ctrl+Alt+L | |
| Open favourite tab #1 | Alt+1 | |
| Open favourite tab #2 | Alt+2 | |
| Open favourite tab #3 | Alt+3 | |
| Open favourite tab #4 | Alt+4 | |
| Open favourite tab #5 | Alt+5 | |
| Set available (when in pause, no answer, busy or wrap-up) | Alt+I | |
| Sign out | Alt+A | |
| Hangup Softphone call | Alt+H | |
| Reject Softphone call | Alt+Z | |
| Split / merge tabsets | Alt+9 | |
| Toggle logon | Alt+L | |
| Toggle pause | Alt+P | |
| SEARCH WIDGET SHORTCUTS | | |
| Focus on Search Field | Ctrl+Shift+S | |
| Call | Alt+O | |
| CALL & CONTACT DETAILS WIDGET SHORTCUTS | | |
| Hangup call | Alt+C H | |
| Call on hold/off hol | Alt+C M | |
| Transfer call | Alt+C + | |
| Consult/Cancel call | Alt+C - | |

| Shortcut Description | Shortcut | Comment |
|---|--------------|---------|
| Remove referral and transfer | Alt+C F | |
| Add referral | Alt+C B | |
| CONTACT DETAILS WIDGET SHORTCUTS | | |
| Transfer call | Alt+C++ | |
| Consult/Cancel call | Alt+C+- | |
| CONTACTS WIDGET SHORTCUTS | | |
| Focus on Search Field | Alt+S | |
| Call | Alt+O | |
| PHONE WIDGET SHORTCUTS | | |
| Hangup | Ctrl+Shift+H | |
| Hold / Unhold | Alt+M | |
| Start / Stop Recording | Alt+R | |
| Start / Stop Censoring Recording | Ctrl+Shift+X | |
| Send Message | Ctrl+Shift+. | |
| Forward / Focus Forward Search | Alt+T | |
| Transfer | Alt++ | |
| Start / Stop Consultation | Alt+- | |
| AGENTS DETAILS WIDGET SHORTCUTS | | |
| Focus table | Shift+Alt+Q | |
| QUEUE DETAILS WIDGET SHORTCUTS | | |
| Focus table | Shift+Alt+Q | |
| Go to Ongoing calls | | |

| Shortcut Description | Shortcut | Comment |
|--|-------------|---------|
| QUEUE OVERVIEW WIDGET SHORTCUTS | | |
| Focus table | Shift+Alt+Q | |
| CALENDAR WIDGET SHORTCUTS | | |
| Focus Calendar | Shift+Alt+C | |
| CALL QUEUES WIDGET SHORTCUTS | | |
| Focus table | Shift+Alt+Q | |
| SWITCHBOARD CALL TOOLS WIDGET SHORTCUTS | | |
| Answer Softphone call | Ctrl+Alt+A | |
| Reject Softphone call | Ctrl+Alt+Z | |
| Hang Up | Ctrl+Alt+X | |
| Toggle on hold | Ctrl+Alt+H | |
| Toggle recording / Save pending recording | Ctrl+Alt+R | |
| Toggle Censor | Ctrl+Alt+E | |
| CONTACTS WIDGET SHORTCUTS | | |
| Focus on Search Field | Ctrl+Alt+S | |
| Call | Ctrl+Alt+O | |
| Start / End consultation | Ctrl+Alt+- | |
| Transfer | Ctrl+Alt++ | |
| Open message window | Shift+Alt+O | |
| Consult with contact | Shift+Alt+- | |
| Transfer to contact | Shift+Alt++ | |
| Open message window for contact | Shift+Alt+N | |
| Open contact's Microsoft Teams conversation | Shift+Alt+T | |

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|----------------------|----------|---------|
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