

## Agent Application - Shortcut Key Description

There are two versions of the Puzzel Agent Application, one desktop-based and one web-based. These have different shortcut key lists (shortcuts keys for the web-based Agent Application must be supported in a browser) and are not universal regarding this.

### Note

Some features have shortcut key support in the desktop application but not in the web application, and some features have shortcut key support in the web application but not the desktop application. See the complete list:

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Shortcut Description	Web Client Shortcut	Comment
New Enquiry Registration		
Exit Pause		
Logon/Logoff	ALT + L	
Log out	ALT + X	
Set status ready	ALT + I	
Toggle Pause	ALT + P	
Go to Calendar		
Call out	ALT + O	
Clear searchresult		
Cause registration		
Note on caller	ALT + N	
Position caller		
Consult call start/cancel	ALT + -   ALT + C	
Switch back to main view		
Go to Chat	ALT + K	
Go to Chat		
Go to Chat editor	CTRL + K	
Go to Enquiry Registration	ALT + J	
Go to Knowledgebase	ALT + B	
Go to Knowledgebase		
Go to Social networks	ALT + Y	
Handle elements in lists		

Shortcut Description	Web Client Shortcut	Comment
Get alternative contact		
Get contacts in department		
Hangup	ALT + H	
Put on hold/take back	ALT + M	
Create new appointment		
Open callout options	CTRL + ALT + O	
Open calendar to add appointment		
Open edit profile		
New e-mail	ALT + E	
Open Enquiry Registration window		
ALT + N		
Go to Profile		
Record on/off	ALT + R	
Censor recording on/off		
Go to Search field	ALT + S	
Go to Search field		
Toggle selected phonenumber		
Set in personal queues	ALT + Q	
Go to Status	ALT + G	
Go to Call details		
Go to My log		
Go to E-mail		
Go to Missed calls		
Go to Ongoing calls		
Go to Personal queue		
Go to Queue details		
Go to Queue overview		
Go to Searchresult Agents		
Go to Searchresult All		
Go to Searchresult Catalog		
Go to Searchresult Customers		

Shortcut Description	Web Client Shortcut	Comment
Go to Searchresult Skype for Business		
Go to Searchresult Services		
Go to Searchresult Outlook		
Go to Searchresult Sametime		
Go to Send message		
Set call as handled		
Remove call		
Reset handled call		
Transfer call	ALT + +   ALT + T	
Answer a Softphone Call	ALT + A	
Reject a Softphone Call	ALT + Z	
Open Chat Predefined Messages	CTRL + M	Focus must be in Chat Editor
Open Chat Smiley	CTRL + E	Focus must be in Chat Editor
Open Chat Invite	CTRL + S	Focus must be in Chat Editor
Open Chat Send Link	CTRL + L	Focus must be in Chat Editor
Open Chat Spell Check As You Type	CTRL + .	Focus must be in Chat Editor
Open Chat Spell Check	CTRL + ,	Focus must be in Chat Editor
Chat Toggle Between Private Message	CTRL + Q	Focus must be in Chat Editor