

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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