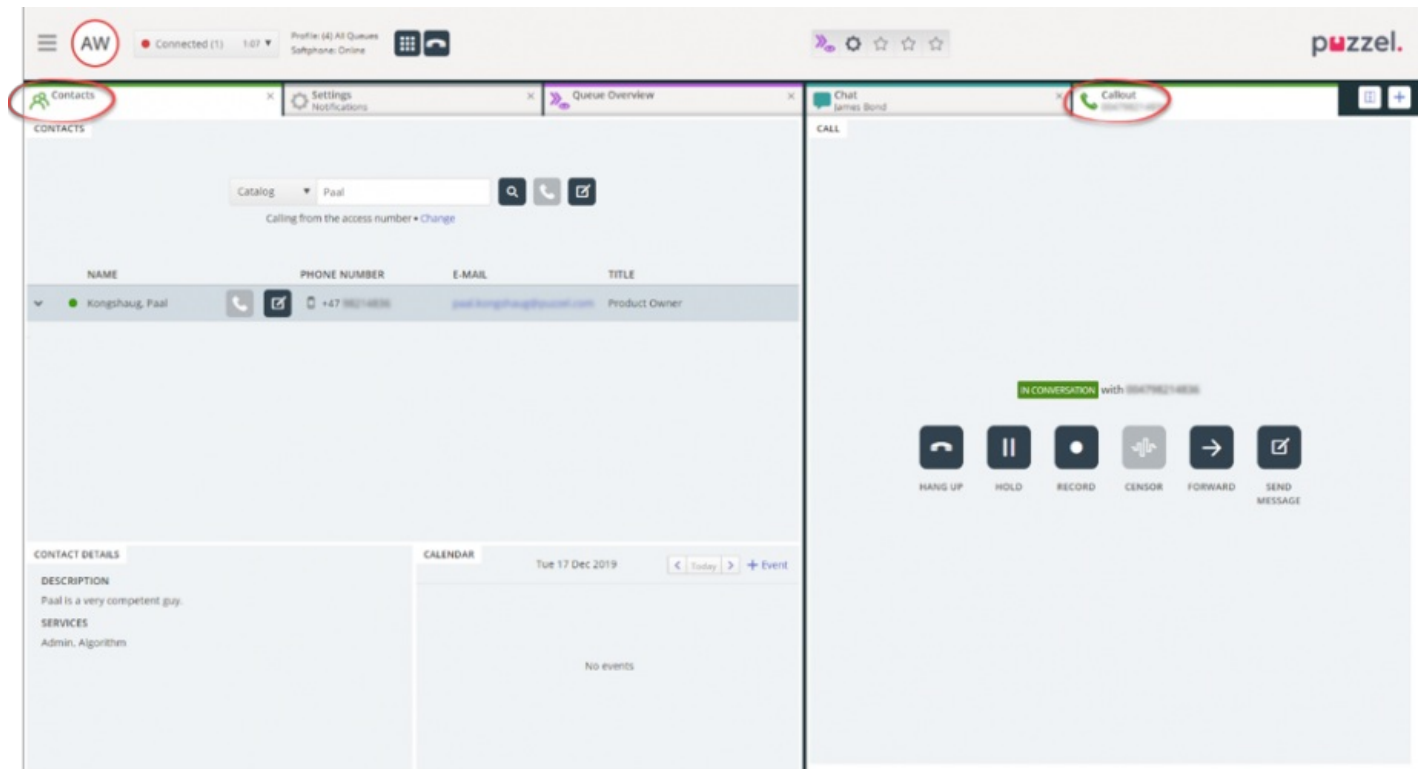


Making a call

In addition to receiving incoming calls, you can make outbound calls from the agent application. To initiate an outbound call, open the Contacts tab from the tab menu. From here you can either type the telephone number directly in the search field and click on the CALL button, or you can enter the name of the agent or catalog contact you want to call and click on SEARCH to get an overview over relevant hits. To call an agent or catalog contact in the list, click on the relevant Call button on the relevant row. A new Callout tab will automatically open where the outbound call is handled.



An outgoing call will first connect to the number you have logged on with. You can abort the outgoing call by clicking on the CANCEL button during the setup. When you have answered your call, the system will connect to the specified number or agent you are calling. The status of the call is shown in the display. If enquiry registration is activated, it is also displayed in the tab, as shown in the example above.

Useful information about outgoing calls

- If a request from a Puzzel queue is allocated and sent to you just before you have clicked on the Call out button (your status will be Connecting) you will receive the message Outgoing call initiated, but when your telephone rings it will be in incoming call from a customer. When this conversation is over Puzzel will resume the outgoing call.
- If you are in a pause-status when you click on the Call out button, the pause is ended, and the outgoing call will be carried out.
- If you have wrap-up time enabled, this also applies to your outgoing calls (also those that are not answered by the answering part) and your status will (at hang up) change to Wrap-up. To end wrap-up after an outgoing call you can manually change your status to Ready.
- An agent cannot transfer or start a consult call when engaged in an agent-to-agent call. The agent that initiated the agent-to-agent call can click "HOLD" and start a recording (if configured), but the agent that received the call cannot click "HOLD" or other call control buttons.
- An agent-to-agent call is not put in a queue and no request is generated, so it will not be shown all places in Puzzel.
- An agent-to-agent call is not shown on page Real-time - Ongoing calls in the Admin Portal nor in the agent application since there is no "request" involved.