

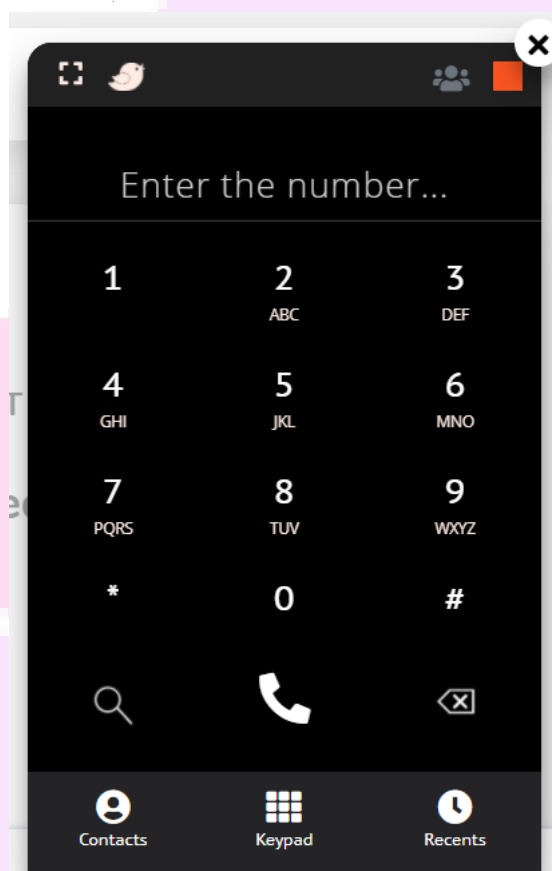
Help manual for Dialler

As very obvious, the dialler pad helps in dialling the numbers to make calls.

Keypad:

- You can dial the numbers of the contacts using the keypad.

But, the Dialler pad that Omnichannel offers also serves many other purposes:



Agent Status: To view whether the Agent is **Available** or has **Logged out** of the Queue:

- If the icon is in **Green** colour the Agent is in **Available Status**.
- If the icon is in **Red** colour then the Agent has **Logged out** of the Queue.

Aux Code: The Agent has to provide a reason to log out of the Queue.

When the Agent tries to log out of the Queue:

- There will be a pop-out asking for confirmation- **“Confirm Queue Logout”**.
- The Agent has to click on **“Yes”**.
- Immediately the Agent will be asked the reason to log out.
- So, the Agent has to select the aux code which is available in the Drop-Down List and then select the Queue/Queues from which he wants to log out.
- Then the agent has to click on **“Logout”** button.

Now the icon will change to **Red** colour and the **Aux code** will be displayed.

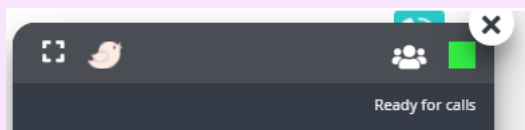
When the Agent logs in again into the Queue, the Aux Code will change and the Colour changes to Green.

Expand icon:

This will help the Agent to bring the Dialler pad to the Full Screen and only the Dialler pad will be visible making it easy for the Agent to make call, login or checkout for information.

Queue Icon:

If the Agent clicks on the icon, he will be logged into the Queue. There will be a display of **“Ready for Calls”** and the colour will turn to Green.



Contacts:

It will display the contact name and the extension number.

Recent:

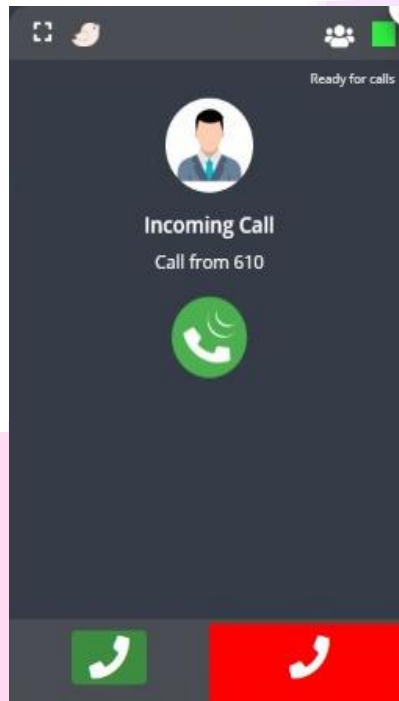
This will display all the recent calls. Details like whether it is an inbound or an outbound call, the date the call was made and the time of the call will be displayed.

Outgoing Call:



- When the Agent makes an outbound call, there will be a pop-up showing the complete details of the **Contact Owner**.
- The Agent can put the call on hold by clicking on **Hold button**.
- The Agent can put the call on mute by clicking on **Mute button**.
- The Agent can Transfer/Forward the call by clicking on **Transfer/ Forward button**.
- The Agent after finishing the call, can put it for after call survey by clicking on **Survey button**.
- The Agent can cut the call by clicking on the **Red button**.

Incoming Call:



When there is an inbound call the Agent can either attend the call by clicking the **Green** button or reject the call by clicking the **Red** button.