



1. Interactions
2. Contacts
3. Dial pad
4. Inbox
5. Call controls
6. Cloud Application

## 1. Interactions

This is the first tab in the application. Active calls will be displayed here as well as incoming calls. When there's an active call the tab icon will start rotating as an activity indicator. At the bottom of the interaction lane you'll find a queue indicator. The queue indicator will show the amount of calls waiting in queue. This is the sum total of all queues that you have been assigned to. You can open the indicator to see the queue specified per call group.

## 2. Contacts

On this tab you can find all internal service numbers, colleagues and other contacts. When available, you can start a call, an internal chat or transfer your active call to an internal service number. You can both filter and search the list.

## 3. Dial pad

Want to call someone who's not in your contacts, or find it easier to just call a number? Then you can simply use the dial pad with the numbers on your keyboard or by clicking them on the screen to make a direct call. Soon you'll also find your VoIP account settings here like enabling/disabling voicemail and more.

## 4. Inbox

In the inbox you'll find voicemail message left for call groups that you've been assigned to. Do you have a personal number in ContactSuite that has voicemail enabled? Then you'll find those messages here as well. Voicemail messages can be played directly on your computer or you can have us call you to play the voicemail on your phone. The red indicator on the tab shows that new voicemails are ready for you.

## 5. Call controls

During a call the call controls on top of the Cloud Application will become active, respectively:

**"Mute"** mutes your microphone.

**"Hold"** puts your caller on hold. The call now hears waiting music. This option is not available for a conference call.

**"Switch"** is only available when you have two active calls, using this will switch you from one call to the other. This will automatically put the call you leave on hold. You can also do this by clicking on the call you want to make active in the interaction lane.

**"Join"** is only available when you have two active calls, this will combine both active calls into a conference call.

**"Transfer"** is only available when you have two active calls, this will transfer your active call to the call who is on hold.

## 6. Cloud Application

A custom Cloud Application can be loaded here. Different parameters are available to support the agent to the best of your ability during a call.