**MAKING OUTBOUND CALLS**

**MAKING EXTERNAL CALLS**

To call someone who is not a WebCC user you will need to use the External Call tab.

1. Click on the External Call Tab
2. Enter the area code and phone number you wish to dial
3. Click on Dial and your phone will ring to initiate the call
4. Pick up your phone (hand set) and your call will be connected to the outside person

**Tip!** You need to pick up your hand set before the system will connect you to an outside line

**SPEED DIAL**

Speed dial (phone number) lists can now be configured by your Webcc Administration Manager. If Speed Dial (numbers) have been set-up, click on the Speed Dial button. From the pop up screen you are able to view lists and then enter speed dial number or select a number from the list to initiate an outbound call.

**MAKING AN INTERNAL CALL (ANOTHER WEBCC USER)**

To make a call to another Webcc user do this:

1. Select the Company Directory button in the bottom left hand corner of the IM Call Control Screen
2. In the Company Directory list search for the person you wish to call

<Note> You can use the filter field to find the person you wish to call. Make sure you click in the relevant list field header row to indicate which field your search is on. For example, click in the First Name fields to tell the system you want to search by first name. Then type the first name into the filter filed and click on the filter button.

3. Click on the Dial Ext or double click on the relevant entry

**TRANSFERING CALLS**

**BLIND TRANSFERS (COLD TRANSFERS)**

1. Place the call you wish to transfer on hold using the Hold button
2. From the Interaction Controls click on the Transfer To button and the Transfer To box will open
3. From the Transfer To box choose who you wish to transfer to from the following options and then click on the Dial Button

<table>
<thead>
<tr>
<th>Transfer Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Agent</td>
<td>Click the Transfer to Agent radio button.</td>
</tr>
<tr>
<td></td>
<td>Select the relevant agent to transfer to from the list</td>
</tr>
<tr>
<td>To Workgroup</td>
<td>Click the Transfer to Workgroup radio button.</td>
</tr>
<tr>
<td></td>
<td>From the list choose the relevant workgroup</td>
</tr>
<tr>
<td>To External Number</td>
<td>Click the External Phone Number radio button</td>
</tr>
<tr>
<td></td>
<td>Type in the external number</td>
</tr>
</tbody>
</table>

**SUPERVISED TRANSFERS (WARM TRANSFERS)**

A Supervised Transfer (commonly referred to as a warm or consult transfer) allows you to dial the receiving person and introduce the call you are about to transfer.

1. Place the caller on Hold
2. Using the External Dial pad or Company directory (if another Webcc user) Dial the person who will receive the call
3. When the call connects, tell the person you have dialled that you are about to transfer a call and provide any other useful information required
4. Click once with your mouse on the call you wish to transfer (the caller on hold) the Supervised Transfer button becomes enabled
5. Click the Supervised Transfer button and the call will be transferred

**Tip!** If the Supervised Transfer button does not become enabled check you have clicked (highlighted) the call you wish to transfer (the call on hold) with your mouse

**SPEED DIAL**

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**WHERE TO GET ADDITIONAL HELP**

1. Open Internet Explorer and type in http://agent.webcc.com.au

**LOGGING OUT OF THE INTERACTION MANAGER**

1. Select the Logout button in the top right hand corner of the IM Call Control Screen
2. A confirmation box will appear. Select OK and you will be logged out
**TESTING YOUR PHONE AND SETTING UP HAND-SET MODE**
To check you have entered the correct phone number and the system can reach your phone.

1. Click on the **Connect to Server Button** in the bottom left hand corner of the screen
2. Your **Phone should ring**
3. Your **Connect to Server Button** will now change to say ‘Hang Up’
4. Click on the ‘Hang Up’ button or pick up your hand set and then replace back on the receiver.
5. Your **Phone Icon** in the top left hand corner of the IM screen should now appear in an On-Hook position. As shown below

**SETTING YOUR STATUS TO RECEIVE CALLS**
Your status tells WebCC whether you are available to take calls. So it’s important that you have the correct status set to enable calls to reach you successfully.

Your selected status is displayed in the top left hand corner of the IM screen.

Statuses are located under the **Personal Options** tab (bottom right hand corner) of the Call Control Screen. There are 3 buttons (Available, Last Call, Change Status) that allow status selection.

1. Select the relevant status from one of the 3 buttons under **Personal Options** tab. Descriptions appear below

<Note> Specific statuses may be available for your organisation under the change status button. Please refer to your supervisor for a description and when to use these statuses.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>You can receive Calls. Set your status to available to receive Calls</td>
</tr>
</tbody>
</table>
| Busy       | This is a system forced status. You are on a call or the system is presenting a call to you.  
            | <Note> you will not receive other ACD Calls while in this status             |
| Last Call  | You have selected to be temporarily unavailable to take further Calls. Use before choosing a break status |
| On Break   | You are not available to take Calls                                          |
| No Answer  | This is a forced status by the system because you did not accept the last interaction presented to you. You will not receive any further Calls until you change your status back to available. |

**MANAGING CALLS**

**ACCEPTING CALLS**

1. Your telephone will ring
2. Pick up your handset to accept the interaction

When a new interaction is waiting to be accepted, it will appear in **New Interactions** window as shown below

**PLACING A CALL ON HOLD**

1. While you have an active interaction click on the **Hold** button
2. The caller will be placed on hold and hear hold music

**TAKING A CALL OFF HOLD**

1. Click on the **Accept Interaction** button
2. You will be able to resume speaking to the caller

**DISCONNECT A CALL**

1. Click the **Disconnect** button and the caller will be disconnected
2. Place your Hand set back on the receiver after you have disconnected

<Note> if you are managing multiple calls then highlight the call you wish to disconnect first

**WRAP UP TIME (AFTER CALL WORK)**

Wrap up time is time that may be allocated after a call has finished to allow you to complete additional work in relation to that call, before the next call is offered

During Wrap Up the system will leave you in a **Busy** status until the wrap up timer has finished. Your status will then be set back to **Available** to take further Calls. To finish wrap up early click on the **End Wrap** button

<Note> the disconnect button changes to **Wrap Up** when in wrap up time

**WRAP UP CODES**

Wrap Up codes record the result of a particular call. They are also known as Disposition, or Outcome Codes

1. A pop up box will appear on call disconnect
2. Select the relevant code and click **Ok**