

Zylinec Web Agent Quick overview



Manual mode

When you manually select the calls that you want to answer.

Incoming calls overview

Where you select calls if you're in manual mode.

Active call

View details about caller, and handle the call: Put on hold, transfer, or park.

Active calls overview

Where you handle ongoing calls, and also where you answer calls if you're in automatic mode.

Automatic mode

When calls are automatically assigned to you.

Selected recipient

The person who'll get your call or transfer.

Menu



Shortcuts, language selection, etc.

Transfers

View status of ongoing transfers.

Calendar settings

Select calendar day range

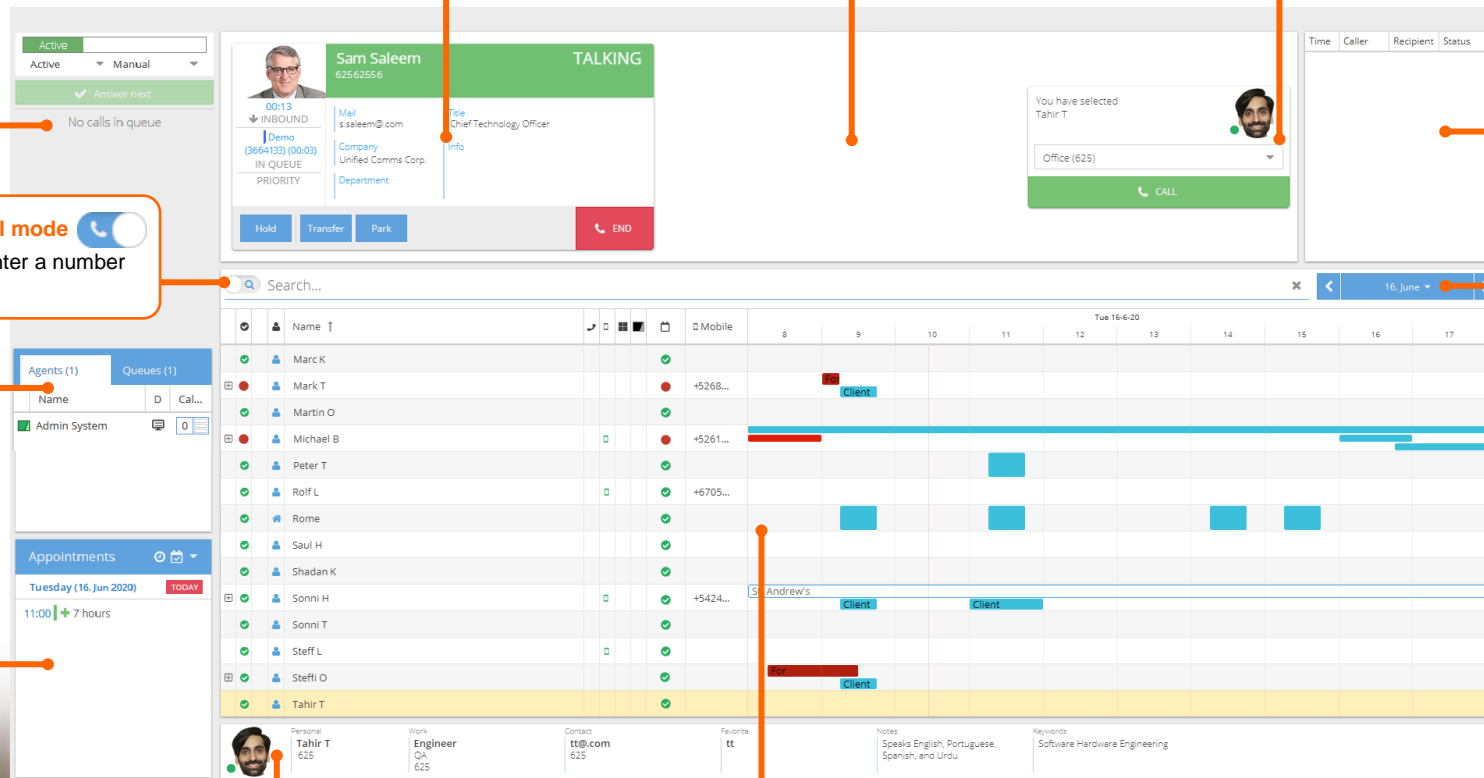
Search  or **dial mode** 
Search for people or enter a number to dial.

Agents & queues

Overview of status, waiting calls, service goals, etc.

Appointments

View appointments of the selected person.



The screenshot displays the Zylinec Web Agent interface. At the top, there's a header with 'Active' and 'Manual' tabs. Below this, the 'Incoming calls overview' shows 'No calls in queue'. The 'Active call' section shows details for Sam Saleem (625 6255 6), including his email, title, company, and department. The 'Active calls overview' table lists agents and their status, with columns for Name, Mobile, and a calendar view. The 'Appointments' section shows a calendar for Tuesday, 16 Jun 2020, with a 7-hour appointment slot. The 'Details' section shows information for Tahir T (625), including his role as Engineer, contact info, and notes. The 'Availability overview' section shows a calendar for Tuesday, 16 Jun 2020, with a 7-hour appointment slot.

Details

View details about the person you've selected in the availability overview.

Availability overview

View people's availability, status, and calendar appointments. Select people to call them or transfer calls to them. If you don't know what a status icon means, place your pointer over it. To add/remove columns, or sort columns, click the availability overview's header row.

Learn more about Zylinec Web Agent on help.zylinec.com

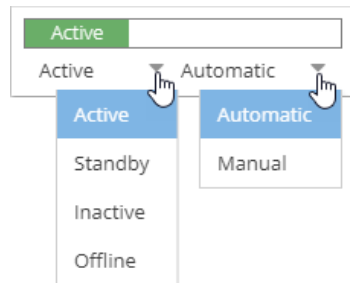
Zylinec Web Agent Quick task reference



Your agent status and mode

Use the status widget in the top part of your Web Agent to:

- Change your agent status (**Active**, **Standby**, etc.)
- Choose between **Automatic** mode (calls are automatically assigned to you) or **Manual** mode (you manually select the calls that you want to answer).



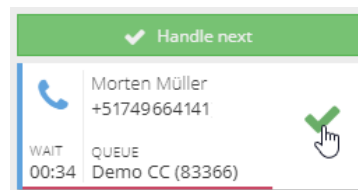
Talk with your colleagues before you change your status away from Active:

If you're the last agent in active status, and you change your status to Inactive or Offline, the queue may automatically close, because there's no one left to answer calls.

Answer a call

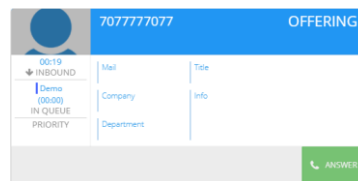
If you're in **Manual** mode, incoming calls appear in the left part of your Web Agent.

Click the right part of the card that represents the call that you want to answer:



If you're in **Automatic** mode, each call automatically appears in the active calls overview in the center of your Web Agent.

Simply click the green **Answer** button:



Are they available?

To find out if people are available, use the availability overview in the lower part of your Web Agent.

If your organization has a lot of people, use search to quickly filter the availability overview.

	Name ↑		Short number	Mobile	9	10	11	12	13
	Kim	→	616						
	Kraga	→	668	5205369					
	Michel	→	622						

Search

Use the search field in your Web Agent to find a specific person.

The moment you begin to type, your Web Agent automatically filters content in the availability overview to match your search.

You can search for most properties, including names, e-mail addresses, and phone numbers.



Transfer a call to someone

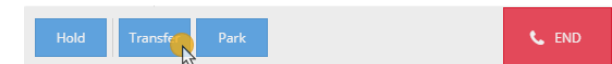
When you've answered a call, you can transfer it in two ways:

- Unattended (when you select somebody, and then transfer the call to them without talking with them first)
 - Attended (when you select somebody, call them, talk with them, and then transfer the call to them).
1. Specify the person, number, agent, or queue that you want to transfer the call to. You can do that in two ways:
 - Select somebody in the availability overview.
 - Alternatively, toggle the search field into dial mode:

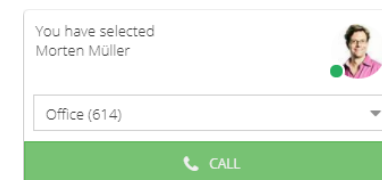


Then enter the number that you want to transfer the call to.

2. If you want to make an *unattended transfer*, click **Transfer**.



3. *Attended transfers* only: Click **Call** to talk with the person you want to transfer the call to:



When you've talked, click **Transfer**.

Park a call

If you want to temporarily put a call aside in order to handle other calls, you can park the call.

