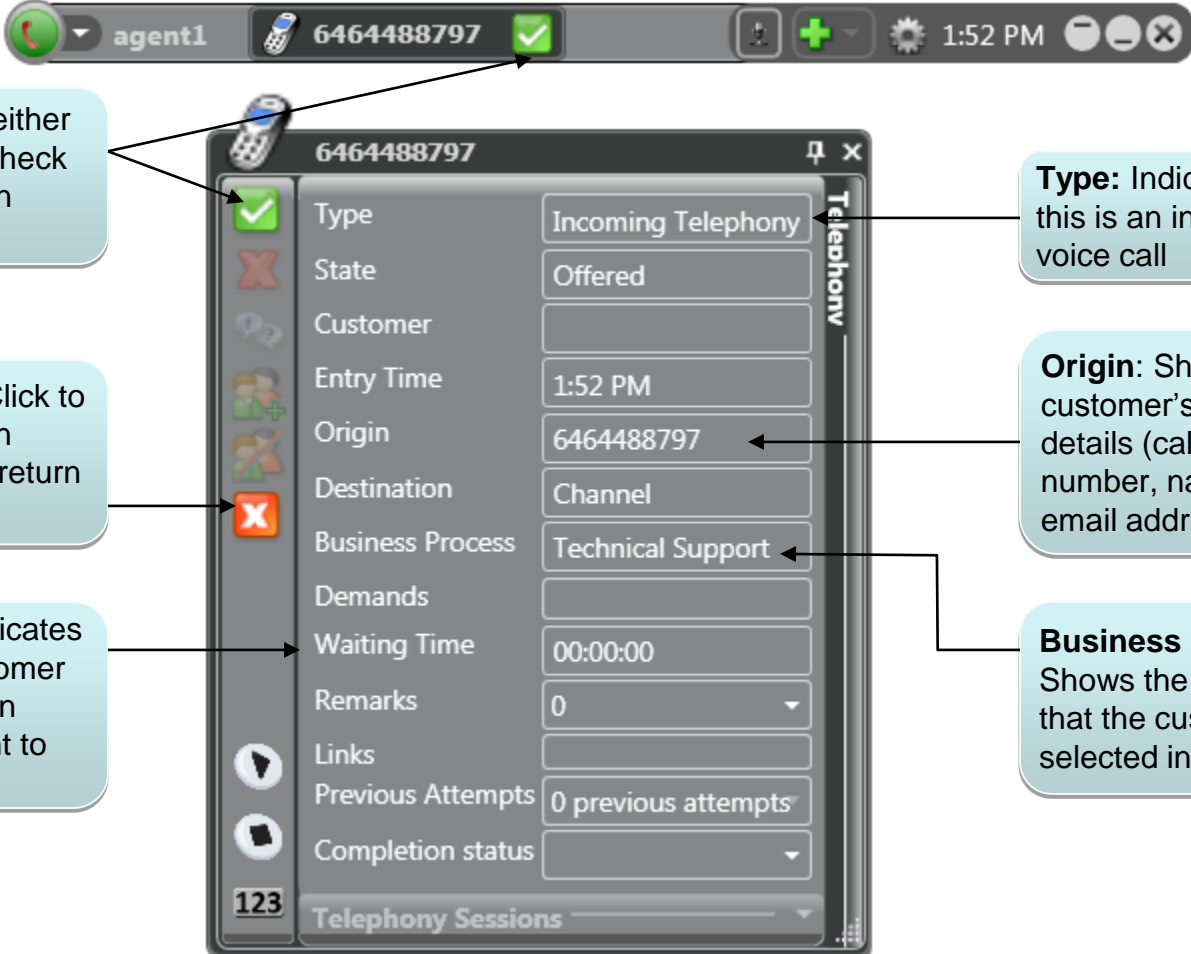


EVOLVE CONTACT

How to Handle Incoming Calls



Offering stage: Click  on the Agent Console, or on the interaction information panel (offering screen)



Accept: Click on either one of the green check marks to accept an incoming call

Reject/Decline: Click to reject or decline an incoming call and return it to the queue

Waiting time: Indicates how long the customer has been waiting in queue for an agent to answer

Type: Indicates that this is an incoming voice call

Origin: Shows the customer's originating details (caller ID phone number, name or email address)

Business Process: Shows the department that the customer selected in the IVR

Field	Value
Type	Incoming Telephony
State	Offered
Customer	
Entry Time	1:52 PM
Origin	6464488797
Destination	Channel
Business Process	Technical Support
Demands	
Waiting Time	00:00:00
Remarks	0
Links	
Previous Attempts	0 previous attempts
Completion status	

Handling stage: The Agent Console Information panel displays several fields of information:

The screenshot shows an agent console interface. At the top, a status bar displays 'agent1', a phone icon, the number '6464488797', a timer '00:00:30', and a red 'X' icon. Below this is a detailed call information panel for the same number and duration. The panel includes a vertical toolbar on the left with icons for wrap-up, consult, blind transfer, and record. The main area contains a table of call details. To the right of the panel are call control buttons for hold/resume and links. Call control buttons are also present in the top status bar.

Field	Value
Type	Incoming Telephony
State	Handling
Customer	
Entry Time	1:52 PM
Origin	6464488797
Destination	Channel
Business Process	Technical Support
Demands	
Waiting Time	00:00:00
Remarks	0
Links	
Previous Attempts	0 previous attempts
Completion status	Handled

Wrap-up: Click to Wrap-up the call

Consult: Click to consult with a 3rd party - agent, supervisor, contact or external number. Also click to initiate a conference call

Blind transfer: Click to transfer the call to a 3rd party

Record: Click to start recording the call

Duration: Indicates the duration of each state of the interaction (Offering, Handling, Wrap Up)

Links: Configurable links used for launching any 3rd party web or client application (such as CRM or call script document)

Hold / Resume: Click to open the telephony session options to hold or resume a call

Wrap Up Stage: When you have completed handling an interaction your state will change to **Wrap Up**, allowing you to perform wrapping up tasks e.g. add remarks, selecting disposition code and use the interaction's data on other applications (i.e. CRM).



Complete: Click to override the wrap-up time and complete the call handling immediately

A window titled '6464488797' with a timer '00:00:45'. It contains a list of fields for a call interaction. On the left side of the list are icons: a green checkmark, a red 'X', a speech bubble, a person with a plus, a person with a minus, and a red 'X'. The fields are: Type (Incoming Telephony), State (Wrap Up), Customer (empty), Entry Time (1:52 PM), Origin (6464488797), Destination (Channel), Business Process (Technical Support), Demands (empty), Waiting Time (00:00:00), Remarks (0), Links (empty), Previous Attempts (0 previous attempts), and Completion status (Handled). A 'Telephony Sessions' dropdown is at the bottom.

Type	Incoming Telephony
State	Wrap Up
Customer	
Entry Time	1:52 PM
Origin	6464488797
Destination	Channel
Business Process	Technical Support
Demands	
Waiting Time	00:00:00
Remarks	0
Links	
Previous Attempts	0 previous attempts
Completion status	Handled

Wrap-up state: Indicates that you are currently wrapping up the interaction

Remarks: Use the Remarks field to enter any comment you have about the interaction. Click to open the combo box

Thank you!

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