

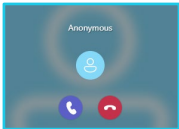
There are multiple ways to manage incoming calls in WebAgent. You can transfer calls to your colleagues directly or after consulting. You can also make outbound calls.

Call handling

All UCC calls will be presented via the Teams calling interface. You can manage the calls from your Teams interface or the WebAgent interface.

Answering incoming calls

1. When an incoming call pops-up, you will see who is calling, the Call Centre name, the queue or skill chosen.



2. To answer the incoming call, click on the blue phone icon.



3. To decline the call, and send it back to the call queue, click on the red decline icon.



WebAgent call controls

To manage the call from the WebAgent interface, use the active call control icons on top right of call window:



Hold



Resume



Mute/Unmute



Add participant



Transfer



End call

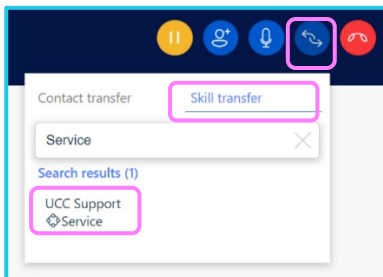
- **Hold** – press 'Hold', then 'Resume' to return to the caller.
- **Add Participant** – conference in another person (see 'Delight Transfer' for details).
- **Mute** – for privacy mute your microphone.
- **Transfer** – blind / consult / delight transfers.
- **End Call** – hang up call when completed.

Types of transfer

You can transfer to either a **Skill Queue** or a **Contact**.

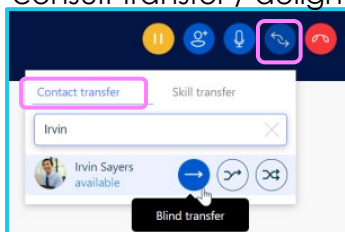
Transfer to a skill

1. Click on the **Transfer** icon.
2. Select the **Skill Transfer** tab.
3. Use the search field.
4. Select the group.
5. The call will be transferred to that queue.



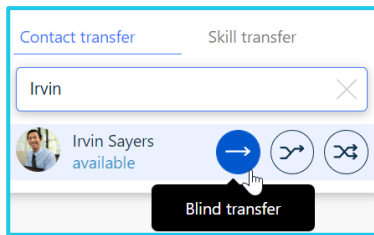
Transfer to a contact

1. Click on the **Transfer** icon.
2. Select the **Contact Transfer** tab.
3. Search for the contact in your directory, or type in a telephone number.
4. Use one of the 3 available transfer options - direct transfer / consult transfer / delight transfer.



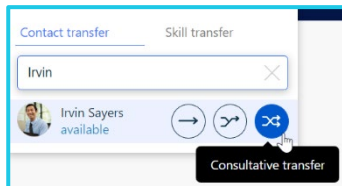
- **Blind/Direct transfer**

1. Click Direct Transfer link.
2. If the call is answered the transfer will complete.
3. If the call is not answered, it will remain with the agent to reconnect to the caller.



- **Consult transfer**

1. Click on **Consult Transfer** to announce or check with your colleague before transferring the call.
2. The customer remains on hold throughout.



Call controls while consult transferring

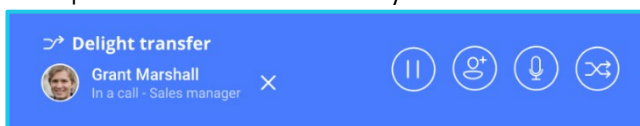
When answered, you are connected to your colleague.



- **Cancel Consult** - click the X to end the call with your colleague and return to the customer.
- **Hold** or **Mute** - the contact with your colleague.
- **Transfer** - to complete/send the call on to your colleague.


- **Delight/Conference transfer**

1. Click the **Delight Transfer** link. (This is also the same as using the **Add Participant** icon.)
2. When your colleague answers, you are all connected live in a 3-way conversation with your colleague and the customer. (There is no option to announce first).



- **Cancel Conference** – click the X to end the conference with your colleague and revert to the 2-way call.
- **Hold** – puts the conference call on hold.
- **Add participant** – to add a further person to the call.
- **Mute** – mutes your microphone only.
- **Transfer** – to complete/send the call to your colleague, you will be disconnected from the call.

End the call

Click the red phone icon  to end the call. You may have **Wrap Up** time enabled.

Classifications

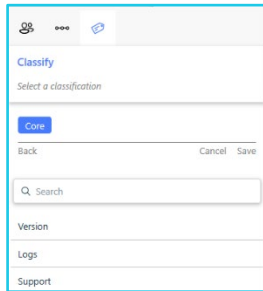
Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

When you complete a call, you may be prompted to complete a classification reason.

- Click the green flag icon on the call control bar.



- Search and select the reason from the list.
- Click **Handled** to complete.



Making outbound calls

There are multiple ways to make outbound calls.

- Use the dial pad or search contacts from your Teams database.
- Use the call history log from within Teams or WebAgent call history menu.
- Use contacts already stored if using a customer management application.

Learn more

- [WebAgent for Microsoft Dynamics 365 >](#)
- [WebAgent for Salesforce >](#)

Discover more at the [BT Support Centre >](#)

