The **Call Center** functionality helps organization manage a higher volume of calls and improve callers' experience by placing incoming calls in a **Call Queue**. Calls waiting in a queue are automatically transferred to the next available **Agent**. It is important for users (or **Agents**) to understand key concepts and features found in this guide to gain the maximum advantage of the system, optimize the caller's experience, and minimize wait times.

## Agents

In a **Call Center**, a user is called an "**Agent**", which expand of the concept of a user availability compared to a regular user extension. With a regular user extension, the availability is automatically set by the system base on if the user is on the phone or not.

## Automatic Call Distribution

With callers waiting in a **Call Queue**, the system automatically transfers the next caller to an available agent based on a call distribution strategy chosen by the system administrator. If the **Agent** does not answer the call in the time prescribed, the system will return the call in the queue to be transferred to the next **Agent**.

## Availability

The system will transfer a call from a waiting queue based on **Agents**' availability. In addition to their in-call status, an **Agent** can control their availability by login in or out of their assigned **Call Queues**.

**Login / Logout**

Based on the phone model assigned to the **Agent**, a button ( ) with a status light will allow an Agent to toggle their availability status. The button is normally green when the **Agent** is not logged in their assigned queues (meaning not available to receive calls from a call queue) and will be red when the **Agent** is available to receive calls from a queue. The system will ask for a PIN code to confirm the status change. Your system administrator will be able to provide your specific PIN code.

In addition to a login/logout button, or for phone which do not support this option, an Agent can dial **\*22** and their PIN code to toggle the availability status.
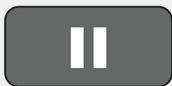
**Do Not Disturb**

For short unavailability period, you can use the **Do Not Disturb (DND)** feature on your phone. The system will still show you as available but will skip you when your next to receive a call.

To Enable / Disable **DND** mode, press the ( ) button, the button may differ on certain models, please refer to your specific phone documentation.

*It is important for an **Agent** to remember to **Login** when they are available to receive calls. And as important to **Logout** when they need to step away for lunch or at the end of the day for example. Forgetting to do so will increase wait time and negatively affect callers' experience. Similarly, leaving the **Agent**'s phone in **DND** mode will also have the same effect.*

## Incoming Calls

When a call from the **Call Queue** is transfer to an **Agent**, a screen pop-up will appear on the phone with the **Caller ID** information and the **Call Queue** that was called (if the system was configured with this feature).

**Answer**

Answering an incoming call transferred from a **Call Queue** is the same as a regular incoming call. Please refer to your specific phone/headset model for more information about the different ways to answer a call based on the equipment you use.

**Reject**

When a call from the **Call Queue** is transfer to an **Agent** and they do not wish to answer, it is important to reject the call. Failing to do so, will cause system to ring the **Agent**'s phone until the timeout period expires before returning the call to the queue and be transferred to another **Agent**, increasing callers wait time unnecessarily.

**Call Intercept**

It is possible for another **Agent** to "intercept" a call sent to another **Agent** who is not answering the call. To intercept a call, just dial **\*8**.