

5.2 How to Make a Consultation Call

Bright Pattern Documentation

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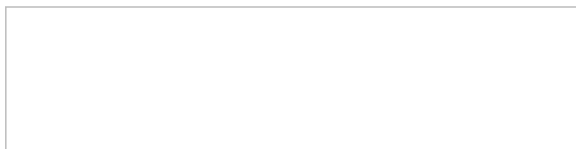
How to Hold and Retrieve a Call

You can place an active call temporarily on hold in order to do some work related to this call without releasing it.

There are two ways to do that:

- To place a call on hold, click the **Hold** button .
- Click the Hold icon in the *Active Communications List*.

The *Active Communications List* will continue to display the call on hold as an active call. The *Held* status of this call will be indicated by the hold icon . The Hold button will change its appearance to Retrieve .



Hold button

There are two ways to retrieve the call from hold and continue the conversation:

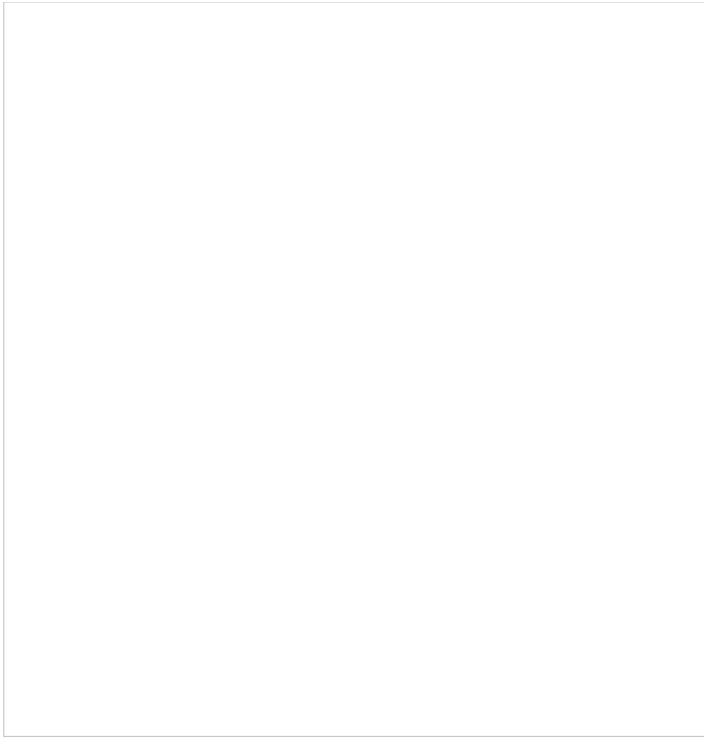
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- Click the **Hold** icon in the *Active Communications List*.

How to Make an Internal Call

Internal calls are calls you make to other agents and supervisors of your call center, as well as other employees that may be connected to your phone system.

Follow these steps to make an internal call.

1. In the *Number Input Field*, enter the extension number of the party you would like to call. To enter the number, you can use either the *numeric keys* of your keyboard or the **Dial Pad** tab . Note that you can also use the [Recent Contacts](#), [Directory](#), and [Favorites](#) to make calls to known internal contacts. In addition, you can click the click-to-call icon that appears next to contacts in your directory upon mousing over the contact's name.
2. If the internal call you are making is associated with a particular service that you provide, click the drop-down menu below the *Number Input Field*, and select the desired service. Otherwise, choose **None**.
3. Click the **Initiate call** button .



Number input field, Service selector, and Initiate call button

If the called party is available, you will hear the ring back tone in your headset, and you will see a blinking outgoing call icon in the *Active Communications List*. When the called party answers, the outgoing call icon will stop blinking, indicating that the call is now established.

Note: Depending on your previous actions, instead of the **Initiate call** button , you may see the **Initiate single-step conference** button . This button is used to [set up a conference](#) with another active call on your desktop. In absence of another active call, this button can be used in the same way as the **Initiate call** button.

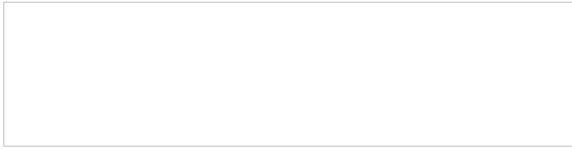
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