

## 5.2 How to Redial a Previously Dialed Number

### Bright Pattern Documentation

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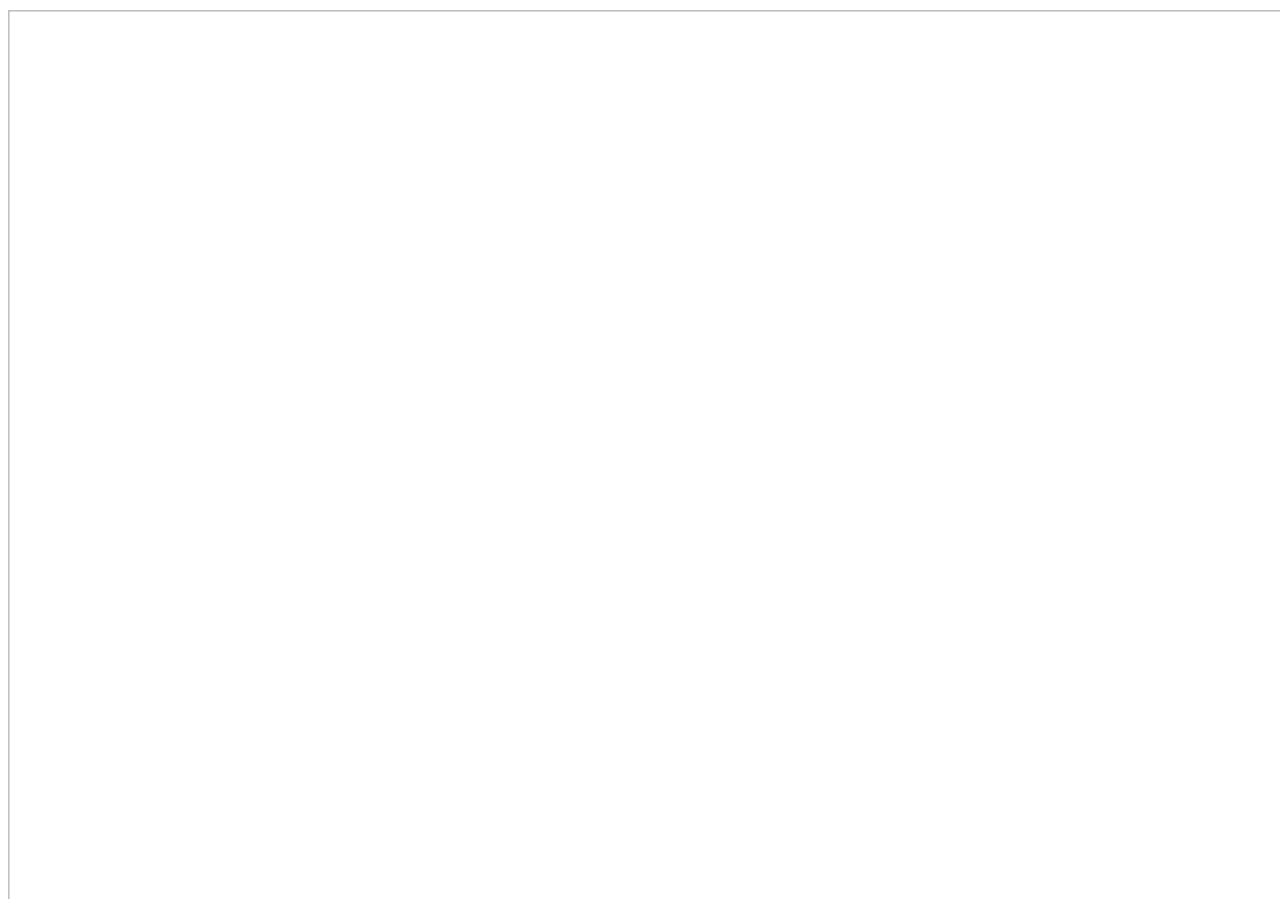
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# General Information About Contacts

One of Agent Desktop's many useful features is the *Contacts* section. From Contacts, you may quickly reference a wide variety of stored information. The Contacts section stores information about:


- A person's contact details
- Activity history
- Cases
- Call recordings
- Chat transcripts

All information is searchable, enabling you to look up records and contact information, even while handling an active conversation.



Agent Desktop Contacts section overview

## How to Access Contacts

The Contacts section of Agent Desktop is accessed by clicking the Contacts icon  in the main menu.

Upon opening Contacts, you will first see the Search page, which allows you to search all stored contacts in your contact center. From there, you can do the following:

- Enter [Search](#) terms for quick lookup
- Open [Contact](#) details
- [Create](#) Create new contacts
- [Delete](#) contacts
- Browse [Cases](#)

## How to Make an Outbound Call

Outbound calls are calls you make to external numbers of a public telephone network.

Follow these steps to make an outbound call.

1. In the *Number Input Field*, enter the full telephone number of the party you want to call. Depending on your contact center configuration, you may also have to enter a prefix (e.g., "1") for access to the public telephone network before entering the telephone number itself. Sometimes, you may be required to dial different prefixes depending on the destination. You should receive instructions about the use of prefixes from your administrator. To enter the number, you can use either the **numeric keys** of your keyboard or the *Dial Pad* tab ]. Note that if you begin entering a phone number that you have manually entered and dialed previously, the system will automatically complete the rest of the phone number for you. You can also use the [Recent Contacts](#), [Directory](#), and [Favorites](#) to make calls to known outside contacts.
2. If the outbound 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. Note that depending on your system configuration, a service may be automatically associated with the call based on the prefix of the number that you dial. If you are in doubt as to which service to attribute this call to, choose **None**. Consult your administrator for more specific instructions regarding service selection.
3. Click the **Initiate call** button .

**Note:** You can use the plus sign "+" to dial international calls. To enter the plus sign from the Dial Pad, click and hold the "0" 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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