

5.2 How to Reject an Incoming Call

Bright Pattern Documentation

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Table of Contents

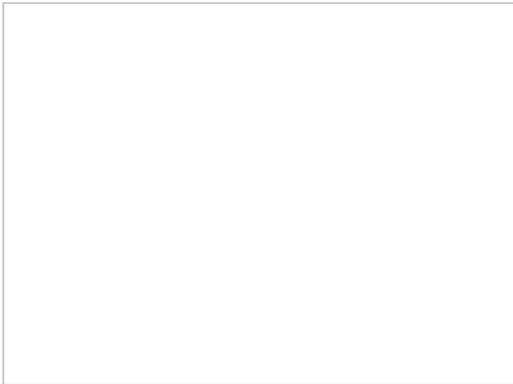
Table of Contents	2
How to Make Yourself Not Ready	3
How to Answer an Incoming Call	3
Call Alert Window	4
How to Make Yourself Ready	5

How to Make Yourself Not Ready

During your working session, you may need to make yourself temporarily unavailable to handle interactions (e.g., to take a scheduled break, to have a meal, or to attend a meeting). You may be required to indicate a specific reason for becoming unavailable every time you make yourself *Not Ready*. You can make yourself *Not Ready* if your current state is either [Ready](#) or [After Call Work](#). You can also change reasons for being *Not Ready*.

First, specify why you are *Not Ready*.

- Click **User Status Indicator/Selector**.
- From the drop-down menu, select **Not Ready** or any specific reason for becoming not ready, such as *Break* or *Lunch*. The exact set of reasons is specific to your contact center.
- You can also press **F8**, select the desired *Not Ready* state with the cursor keys, and press **Enter**.



Making yourself Not Ready

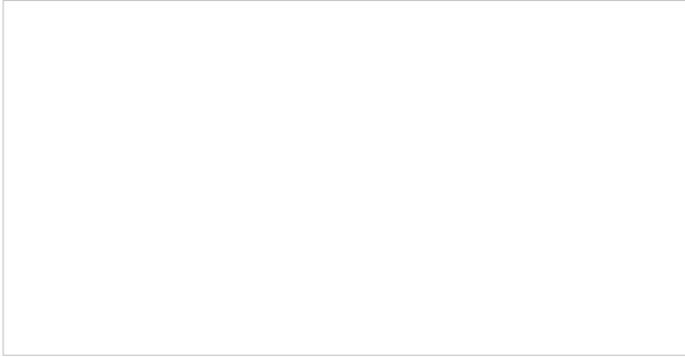
Your state changes to *Not Ready*. You will not receive any service calls while you are in this state. You will have to make yourself *Ready* manually when you are ready to take service calls again. See [How to Make Yourself Ready](#) for more information.

Note that you can request *Not Ready* to be your next state while you are in the *Busy* state (i.e., while actively handling an interaction). Your current state will not change, but the system will note your desired next state and will switch you to this state after you finish processing the current interaction. The requested *Not Ready* state will be displayed as *Next* under the current state display.

Note: If you have two or more active interactions on your desktop, you will only be switched to the requested *Not Ready* state after you finish processing all those interactions. However, you will stop receiving new interactions as soon as you request *Not Ready*.

How to Answer an Incoming Call

When a call is delivered to your desktop, you will hear a ringing tone in your headset and you will see a call alert pop-up window indicating an incoming call.



Call alert pop-up window

Your state will change from [Ready](#) to [Busy](#), and the ringing icon will indicate the ringing phase of the call.

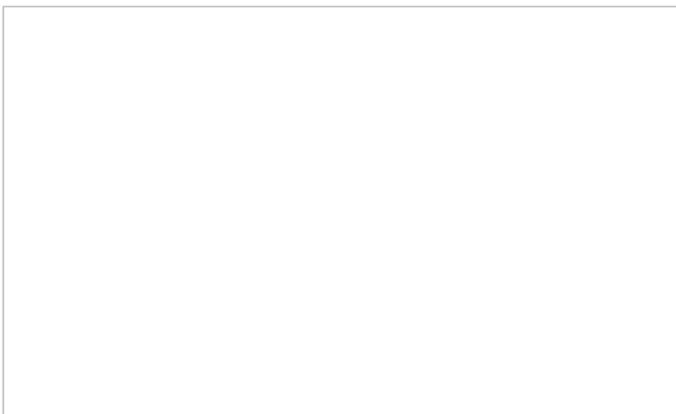
Call Alert Window

The call alert window will display relevant data that is dependent on the type of call.

- If the incoming call is a service call, the call alert window will display the service name to which the call was made.
- If the incoming call is an internal call from another agent or a supervisor, the call alert window will display the name and extension number of the calling party.

There are two buttons: Accept and Reject.

- To answer the call, click the **Accept** button.
- The *Active Communications List* will display the inbound call icon indicating that the call is now established and the timer for this call will start.



Active Communications List shows the current call

For service calls, depending on your contact center configuration, you may hear an announcement of the service number to which the call was made. The calling party will not hear this announcement.

You can now greet the calling party and begin a conversation.

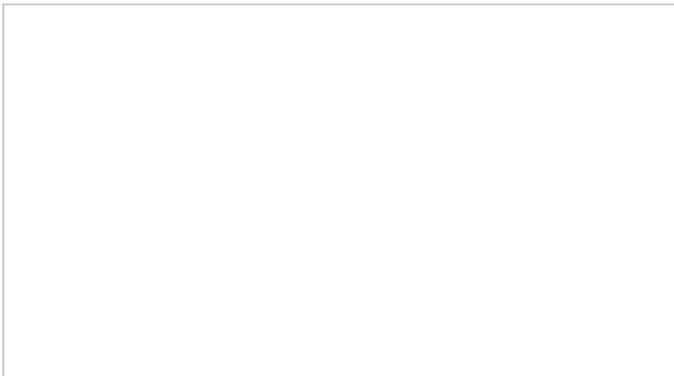
Note: If you do not answer a ringing service call within a predefined amount of time, you will be automatically switched to the *Not Ready* state. You will receive a clear indication for the reason of being in the *Not Ready* state and will need to [make yourself manually Ready](#) when you are ready to receive another call. Unanswered service calls will appear in your performance and activity reports.

How to Make Yourself Ready

You manually make yourself *Ready* to indicate your readiness to handle interactions. You can make yourself *Ready* if your current state is either [After Call Work](#) or [Not Ready](#).

To make yourself *Ready*:

1. Click the **User Status Indicator/Selector**.
2. Select **Ready** from the drop-down menu or press **F9**.



Making yourself Ready

Your state changes to *Ready*. You may now receive an interaction matching your qualifications at any time.